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GENERAL STUDIES (TEST CODE : 2421)

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Center	DELHI/ONLINE	Date	23/8/23.

INDEX TABLE			INSTRUCTIONS	
Q. No.	Maximum Marks	Marks Obtained	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)। 2. There are TWELVE questions printed in ENGLISH & HINDI. इसमें बारह प्रश्न हैं अंग्रेजी और हिन्दी में छपे हैं। 3. All questions are compulsory. सभी प्रश्न अनिवार्य हैं। 4. The number of marks carried by a question/part is indicated against it. प्रत्येक प्रश्न/भाग के अंक उसके सामने दिए गए हैं। 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। 6. Word limit in questions, if specified, should be adhered to. प्रश्नों में शब्द सीमा, जहाँ विनिर्दिष्ट है, का अनुसरण किया जाना चाहिए। 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।	
1(a)	10			
1(b)	10			
2(a)	10			
2(b)	10			
3(a)	10			
3(b)	10			
3(c)	10			
4(a)	10			
4(b)	10			
5(a)	10			
5(b)	10			
6(a)	10			
6(b)	10			
7	20			
8	20			
9	20			
10	20			
11	20			
12	20			
Total Marks Obtained:				
Remarks:				
			Is student recommended for One-to-One mentoring?	
			Recommended	Strongly Recommended

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EVALUATION INDICATORS

1. Contextual Competence
2. Content Competence
3. Language Competence
4. Introduction Competence
5. Structure - Presentation Competence
6. Conclusion Competence

Overall Macro Comments / feedback / suggestions on Answer Booklet:

1.

2.

3.

4.

5.

6.

All the Best

SECTION - A

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

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

Value education is all about-
teaching morals, ethics and values.

Morally strong professional is the need of the hour as the number of technically educated persons are on the rise, while there is decline in morally strong professionals.

Some recent cases:-

- ⇒ Some doctors are found to be involved in organ trading; even though they are technically strong.
- ⇒ Many of the engineers from kerela joined

1515, which shows lack of moral education and proper ethical training.

Many of highly skilled young bureaucrats - are involved in corruption which shows lack of moral education.

As it is rightly said "If wealth is lost - nothing is lost, If health is lost - something is lost - but if character and morals are lost - everything is lost."

There should be renewed focus on inculcating moral education along with technical education to create better human beings and citizens or else there would be no difference between humans and machines.

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

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

Guru Nanak Devji was one of the prominent saints who preached equality, love and respect in society. The doctrines were later codified into religion of Sikhism.

Important teachings of Guru Nanak Devji relevant to youth today:-

- ① community and communal harmony — Through his Langar ceremonies.
- ② Compassion towards other human beings.
- ③ Divinity, spirituality and patience — one of the most important characters lacking in the youth of today can be learnt from Guru Nanakji.
- ④ Meditation, Nam Japna was also preached by

Gur Nanak Ji, which the youth of today needs.

In this meddling and ultra self-world meditating solace and peace internally is required.

- Gur Nanak Ji included teachings of all caste, creed and religion which shows his inclusive character, inclusivity and respect for diversity is one character which the youth of today can learn

Gur Nanak Ji's teaching want us to find one of the most-caring and prominent religions; his life and teachings can be imbibed by the youth of today to achieve success and happiness in life.

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

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

Moonlighting is the phenomenon in which an employee engages in additional work outside of his traditional or fixed work he is doing. Generally the work was done during night hours, hence the term originated as moonlighting.

Ethical concerns with moonlighting-

- ① employee may not be doing justice to either of the company.
- ② misuse of resources like laptop / internet of one company to benefit others.
- ③ considered as a part of breach of trust and confidentiality clause.

In my opinion moonlighting should not be a cause of ethical concern as long as :-

- ① Employee doesn't misuse resources of one for other.
- ② perform the company (Present company about)
- ③ engages in work after completing his work for present company.
- ④ His productivity is not hampered for either companies and he is able to perform well for both.

Moonlighting advantages :-

- ① Helps to use and exploit the skills in a better way.
- ② earn additional income for his family.

If the person who is engaged in moonlighting is sincerely delivering the job without any compromise, moonlighting shouldn't be a cause of concern.

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

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

The phenomenon of self interest - generally dominates in the international relations. As per Henry Kissinger, former secretary of state, USA "There are no permanent friends or enemies, only thing permanent is nation's interest".

The saying is very apt today wherein we can see through following examples: -

- ① China not obeying UNCLOS laws of sea with regard to south china sea for its own benefit.
- ② Russia not obeying UN security council to stop aggression in Ukraine.
- ③ The Trade wars and currency wars between USA and China, not paying heed to WTO (World Trade Organisation)

- (4) The developed countries not following emissions norms with respect to climate change.
USA pulling out of Paris Deal.
- (5) Israel not obeying the UN resolution and occupation of Palestine is still continuing.

What are ethical concerns in this?

- (1) The developing and least-developed countries are at the receiving end.
- (2) Climate justice will never be addressed.
- (3) The Agriculture and Food Security aspect (with regard to WTO) will hamper the poor nations.

If every country starts following its own interest, it may lead to more chaos and may not stand categorical imperative test or utilitarian test as there would be threat to peace and world order.

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

What does each of the following quotations mean to you?

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

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

Acting intelligently is a bigger challenge which many people fail to do.

"Common sense is very uncommon"
On this regard the above quote is about emotional intelligence wherein not only intelligence but channelising emotions to act intelligently is required.

If a person is intelligent he may not always act behave accordingly, but if he has the values like :-

- ① Emotional Intelligence
- ② Compassion
- ③ Kindness.

Let us see this through an example -

If a person is surrounded by corrupt officials in the department, intelligence says he must whistleblow and call the names out, but that might create problems for him. It would be better if he finds out a way like writing anonymous complaints or using method like talking to senior superiors he may expose the corruption.

Many world leaders like our ex. PM Vajpayee was known to be witty in his replies at international forums which helped him diffuse many a tense moments. even in personal he acted more than intelligence as he channelised emotions in a better way.

Emotional intelligence is the addition to intelligence which would help to act more intelligently.

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

The quote above talks about the importance of information in the public life. (In the case of India we can relate it to the RTI. (Right to Information Act).

Citizens are the source of power of every government in a democracy and it is them whom the government must be accountable to.

In this case the information is a must to citizens as they should be aware of the fact that where their money is being used and how is the government dealing with it.

— They have every right to know about the activities, projects, and

Welfare schemes which are being
on.

What are the advantages of
Information?

- Checks corruption (as RTI exposed many cases like common wealth scam, coal price scam etc).
- Checks the arbitrariness of the government.
- Brings satisfaction to the people as the work is being done without any irregularities.

Lack of information brings
opaqueness and becomes
breeding ground of corruption,
nepotism, high handedness, hence
James Madison has rightly
said that popular government
without information is means
of achieving it is a farce.

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

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

This statement of Aristotle is about the importance of character in the means of persuasion.

Character of the communicator (of character is trustworthy, reliable, reputable and respectable) nothing more is required to persuade people.

We can see through following:-

- ① For Swachh Bharat Abhiyan Persuading people through celebrity of the stature of Amitabh Bachchan to bring in change.
- ② For Beti Bachao Beti Padhao PM Modi himself kept on popularising it.
- ③ For Blood donation Sachin Tendulkar was roped in to encourage people to donate blood.

- ④ For voting in elections, Prime Minister himself stands in queue to vote which motivates others to vote.

Importance of strong character

- ① It builds trust and people are easily able to connect and internalise.
- ② For difficult habits like open defecation and female infanticide when people talk are listening. From people like Amitabh Bachchan or Sania Mirza it persuades them more.

Persuasion is most important for bringing in Attitudinal and behavioural change, hence Persuasion should always come from people of strong and reputable character.

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

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

Impartiality and compassion are the foundational values of civil service.

Impartiality means acting without favouring any party/person and treating all equally.

Compassion means having kindness to the cause of suffering and pain of others.

At times there might be conflict between impartiality and compassion but this should not hamper the delivery of public service.

e.g. An administrator is from Brahmin community and he receives a case wherein only one out of 2 person needing a service might be accommodated.

He has 2 persons in front of him.

— A very poor Brahmin fellow and another

a little bit middle class or a person; they are entitled to receive funds for housing project under PM Awas Yojana; both of them fulfil all the criteria of eligibility. In this case the administrator should weigh in on all the relevant factors and consider Bishmin as out of compassion as he is more needy of the house. In order to look impartial he must not neglect him to benefit one person.

Compassion is the character which breeds respect, trust and promotes peace and harmony in society. Mechanically judgement should not be made to appear impartial. A bit of compassion will give the public service more humanistic touch as the bureaucracy will be mechanical only.

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

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

The statement talks about the power of administrator which can be wielded to bring great benefit for country as a whole and society in general.

- Pame Arthington an administrator (IAS officer) used his powers to crowd fund a road of 100 km in Manipur.
- T.N. Seshan brought out whole changes in election process making it more fair and transparent.
- Draga Chetki Nagpal fought against mining mafias to bring an end to theft of National resources.

Similarly we have cases like :-
(Suresh Karmali who as Chairman of Indian Olympic Association was

involved in multi crores scam of Common Wealth Games.

— Air Chief Marshall S. P. Tyagi was accused of receiving kickbacks in procurement of August westland helicopters.

— An IAS Officer in Jharkhand was recently accused of scam of 100's of crores in mining. She used her power to receive kickbacks and gratifications.

The power wielded by the administrators are much large and their decisions are going to bring repute and solve social issues, but if they misuse it, can lead to misuse of resources, poverty and rise of inequalities, hence the bureaucrats needs to be kept in check as Chomsky said "it is difficult to check how much water fish has consumed by being in water"

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

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

Social accountability can be defined as accountability ensured through civic engagements.

Significance.

- ① Creates Awareness.
- ② Helps disadvantaged section of people know about their rights.
- ③ Checks corruption.
- ④ ensures proper implementation of welfare schemes/projects on the ground.
- ⑤ Brings in transparency and accountability of the government.

Critical factors responsible for success of social accountability initiative are :-

- ① Involvement of citizens.
- ② Involvement of Civil Society (NGO, Interest Groups)
- ③ Involvement of Panchayati Raj Institutions.
- ④ Proper grievance redressal mechanism.
- ⑤ Dashboard for tracking the progress
- ⑥ An appellate authority to complain about the shortcomings.

Social accountability ensures that the schemes/projects intended are indeed used at the right place and for the right cause. Social accountability measures like that of Rajkethan or Karmachar must be emulated throughout the country.

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

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

In today's technical world every second of our life we generate truck loads of data in digital space, be it from commuting to eating and doing exercise in gym. We are generating volumes of data.

Data colonisation — means the capture of data by large multinational concerns.

Digital dictatorship is wherein the techno giants after analysing our data bombard us with the products and offerings which might not be of our use.

Issues out of data colonisation and digital dictatorship

- (1) concerns of breach of privacy of individuals.
- (2) security threats to people.

- ③ misuse of sensitive information like that of health, finances.
- ④ chances of bullying, stalking and illegal selling of data to anti social elements.

Remedial measures :-

- ① Data protection Architecture.
(Data Protection Act- has been passed lately)
- ② Data localisation in Indian servers.
- ③ Right to be Forgotten and erasing of data when not required or requested by user.
- ④ Sensitizing people about digital privacy and digital rights.
- ⑤ Exemplary Punishment for violators to act as deterrence.

In the ever expanding digital space the people must be protected from the perils of digital dictatorship.

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

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

Prejudice is having a preformed opinion about a person/community or any thing.

Discrimination is distinguishing and treating unfairly the equals in same circumstances.

Both prejudice and discrimination are the potential keg which can be set fire even with a small spark.

Prejudice - examples.

- Lynching of a boy in Dadri on suspicion of consuming beef as he was from particular region.
- Lynching in Una where a Dalit was beaten mercilessly of being accused of slaughtering cattle.

- Islamophobia which has engulfed Europe and rest of the world is a form of prejudice.

Discrimination : —

- ~~People~~ Rohingyas being facing discrimination in homeland and they are displaced by local Burmese population.
- Parents not sending children to school as ^{children} they have to take meals with lower caste pupils in school.

* The recent riots in France is a classic example wherein a particular community was attacked ~~of~~ because ~~of~~ following a religion. The discrimination faced by Black people led to massive riots in USA (George Floyd) episode.

Prejudice and discrimination must be nipped in the bud so that society remains peaceful.

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

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

"Me Too Movement" was a movement against sexual harassment-at-workplace wherein big names from media, films, literature, corporate came out openly to talk about the horrors of sexual discrimination they faced at-workplace.

Me Too Movement garnered lot of positive emotions in the society and brought out the dark side of harassment-at-workplace; yet-the movement could not make a tectonic shift in the impact of work culture in India.

Reasons :-

- ① Many of the complaints turned out to be frivolous and was part of vendetta.

② When the allegations turned to be fake, the public outcry and emotions again turned against the victims rather than the oppressors.

e.g. Tanushree Datta levelling allegations against Neta Potekar which was not true.

Way forward :-

Sexual harassment is a serious concern and it should be tackled by every organisation through implementing :-

- ① vis-a-vis guidelines of Supreme Court
- ② implementing sexual harassment at workplace Act in letter and spirit.
- ③ Sensitizing employees.
- ④ Exemplary punishments to perpetrators and also to frivolous complainers.

Sexual harassment endangers female labor force participation and threatens moral and ethical conscience. It should be dealt strongly -

SECTION – B

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

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

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

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

दी गई परिस्थितियों में, निम्नलिखित के उत्तर दीजिए:

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

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

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

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

In the given circumstances, address the following:

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

20

(a) Main Stakeholders in this case :-

- ① Meera.
- ② Myself
- ③ My boss.
- ④ Meera's mother
- ⑤ Organisation which I work for.
- ⑥ Society at large.

(b) Issues related to integrity and ethics are :-

- ① Sexual harassment at workplace.
- ② Moral turpitude.
- ③ Dereliction of duty by boss.
- ④ Not respecting women.
- ⑤ Work culture being spoilt.
- ⑥ Misuse of power and position.

(c) various options available with Meera.

Option-1

Accept the money and sign the non-disclosure agreement

- Pros -
- ① Her mother can be treated well.
 - ② She might be compensated for the harm caused to her reputation.
 - ③ The matters would be settled and company's name might be saved.

Cons

- ① This may embolden the boss to perpetrate the crime more against women.
- ② Meera might feel dissonance within.
- ③ Other women workers might leave the organisation.
- ④ Creates a bad atmosphere at workplace.

Option 2

— NOT sign the agreement and go ahead with her complaint to get Justice.

Pros

① This would set the right precedent in the organisation as others would feel better that the harassers would be tried.

② She will feel good from inner self as doing right thing is itself ethical.

* cons -

① Her mother might not be treated well as she could ^{have} received huge amount.

② If the boss uses his influence to prove the allegations as wrong then Meera's image might be tarnished.

③ Career in the organisation might be finished as boss has good connections.

Option 3 - Resign from the organisation and look for alternate opportunities.

Pros ① No threat of intimidation from the boss.

② Better to leave a toxic workplace where women are not safe.

Cons ① She might fall into financial crisis and her mother's health condition may further worsen.

② Setting a wrong precedent and emboldening the culprit to carry out more such activities in future.

In my opinion she should choose the second option of continuing with her complain and getting the Justice. Reasons :-

— Her right to live a dignified life has been violated and she should fight to get justice.

8. आप हाल ही में एक फार्मास्यूटिकल कंपनी में शामिल हुए हैं वहां आपका पद रीजनल सेल्स मैनेजर का है। आपको एक वर्ष के लिए बिक्री लक्ष्य दिया गया है, जो आपके आकलन के अनुसार असामान्य रूप से अधिक है। हालांकि, बाजार का सर्वेक्षण करने पर, आपने पाया है कि प्रतियोगी ऐसे लक्ष्यों को प्राप्त कर रहे हैं। गहन विश्लेषण करने पर, आपको डॉक्टरों को उनके मेडिकल रिप्रेजेंटेटिव्स द्वारा उपहार, भुगतान और आतिथ्य लाभ देने की अनैतिक प्रथाओं के बारे में पता चलता है। यह यूनिफॉर्म कोड ऑफ फार्मास्यूटिकल्स मार्केटिंग प्रैक्टिस द्वारा प्रतिबंधित है। आपने इस संबंध में नेशनल सेल्स मैनेजर से संपर्क किया लेकिन उन्होंने जारी किए गए लक्ष्यों को किसी भी कीमत पर प्राप्त करने का संकेत दिया है। आपने डॉक्टरों को अनैतिक प्रोत्साहन देने की प्रथा में शामिल न होते हुए एरिया सेल्स मैनेजर्स को अपने-अपने निर्धारित लक्ष्यों को पूरा करने का निर्देश दिया। उन्होंने इन प्रोत्साहनों और लाभों को दिए बिना लक्ष्यों को पूरा करने में असमर्थता संबंधी अपनी चिंताओं को व्यक्त किया है।
- (a) इस संदर्भ में, आपके द्वारा किन नैतिक दुविधाओं का सामना किया जा रहा है?
- (b) आपके समक्ष उपलब्ध विकल्पों के गुणों और दोषों पर चर्चा कीजिए? आप इन विकल्पों में से किसका और क्यों चयन करेंगे?
- (c) फार्मास्यूटिकल क्षेत्र के पास अपने उत्पादों के विपणन के लिए कौन-से नैतिक विकल्प उपलब्ध हैं?

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

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

(a) ethical dilemmas involved :-

- ① Corruption vs honesty
- ② violation of code of pharmaceutical marketing
(violation of code of conduct vs achievement of target)

- ③ Ethically wrong practice vs obedience of orders from seniors.
- ④ Short term loss vs long term gain.
Options available

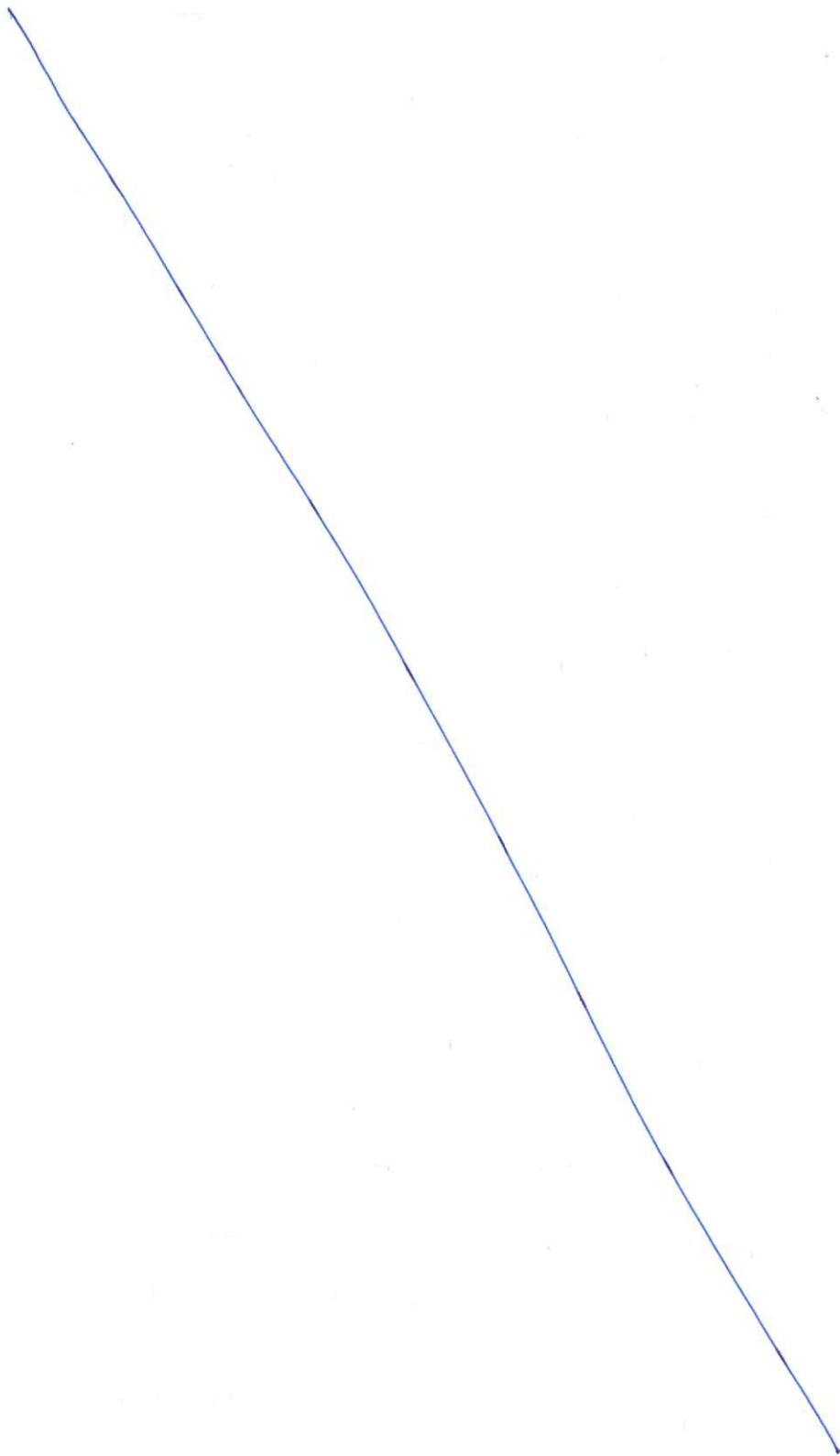
- ① Maintain status quo and ask Area Sales Managers to give gifts to doctors.

Merits

- ① I will achieve the sales target.
- ② Company's objective will be fulfilled.
- ③ Obedience of orders of seniors.
- ④ Reward for achievement of sales targets.

Demerits

- ① Cognitive & moral dissonance of following unethical and wrong means.
- ② Promoting culture of dishonesty, gratification and bribes.
- ③ Violating code of conduct of Pharmaceutical marketing.



② Second option

Ask the Area Sales Managers
to follow ethical means to
achieve target

Merits

- ① Following right-practice
- ② preventing corruption and
bribeing witness.

Demerits

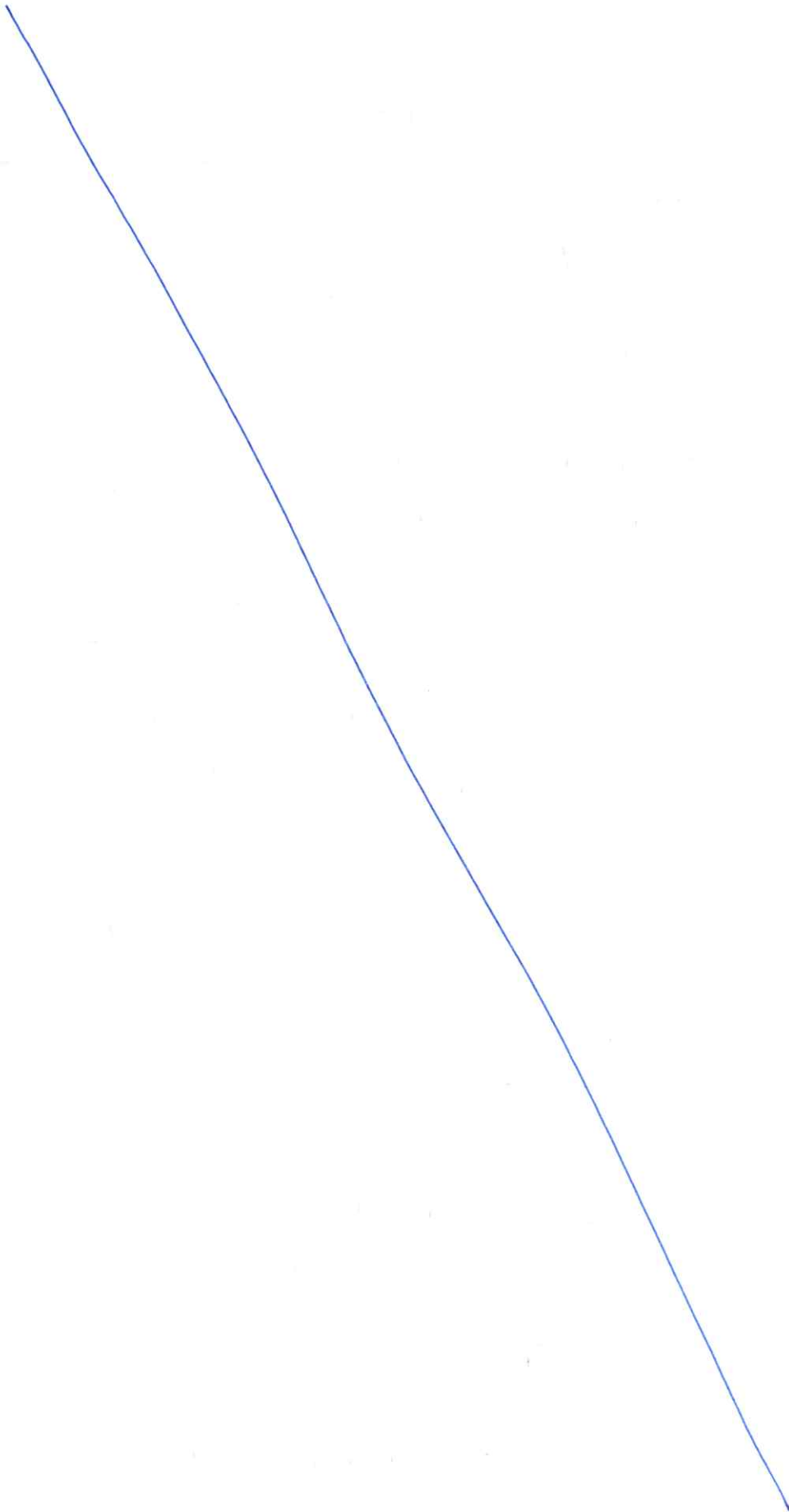
- ① Sales target might
not be achieved.
- ② I may risk my job
along with job of sales
Managers.
- ③ Loss for the company.

③ Third option

Trying to persuade National
Sales Managers and his bosses
about the ill practices and
getting the targets reduced

Merits

- ① It will not
create dissonance
- ② Company may loose
in short run but in
long run it may



benefit for being ethical.

Demerits

① My bosses may not be convinced and may ask me to step aside.

Even though there is risk of losing my job, I would follow a mix of second and third policy as :-

- ① Following ethically correct practices benefits in long run.
- ② I should not be a party to wrong activities like bribing and corruption.
- ③ Bribing and corruption would fail Kant's categorical imperative as corruption cannot be a universal principle.

(C) Ethical alternatives available to pharmaceutical sector to market their products are :-

- ① Not entertaining the demands of doctors for gratification.
- ② Promoting the product through celebrities, spending huge amount on marketing which is ethical.
- ③ Let the products speak for itself, product should be of top notch quality which should generate pull demand rather than push demand.
- ④ Mutual agreement between pharma marketing companies as to stop the practice of giving gifts and bribes to doctors to push the product.

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

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

इस संदर्भ में निम्नलिखित प्रश्नों के उत्तर दीजिए।

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

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

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

In this context, answer the following questions.

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

(a) Ethical issues involved are :-

- ① Anonymity is a foundational value which is being violated.
- ② Social media usage may lead to loss of productive time and could amount to dereliction of duty.
- ③ The civil service conduct rules also prohibits disseminating of such information as necessary to administration.

(B) Social media is the new age tool which has engulfed almost every other person and no person could remain untouched from it.

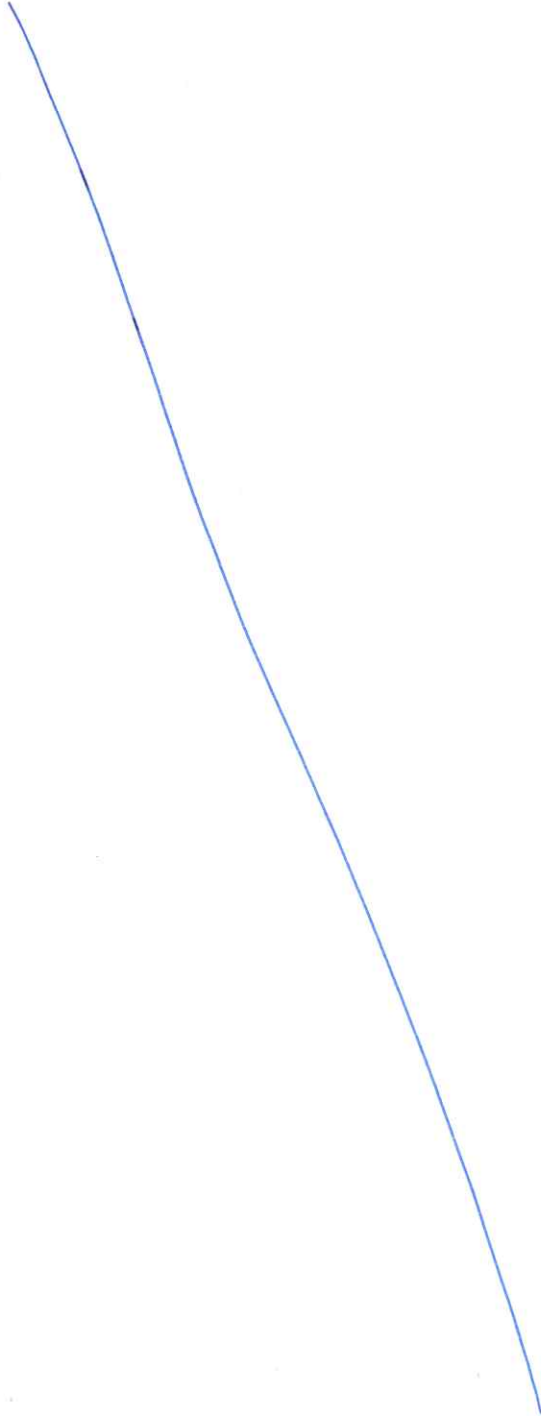
Some suggestions for effective using of social media by civil servants :-

- ① Not involving in frivolous discussion and trolling on social media handles.

- ② Leveraging the social media for information dissemination purpose.
e.g. About disasters or about traffic update
- ③ Using social media to address to the call of people in distress.
e.g. During Covid time IPS Anurag Mishra arranged Camel Milk for a children in Mumbai from Rajasthan.
— For vaccines and hospital beds during Covid time.
- ④ Using social media to calm down tempers during Riots or communal tension.
- ⑤ Usage for dissemination of knowledge.
e.g. Pooja Kulkarni, IPS shares wildlife related images and promotes their conservation.

- Anupam Sharma, IFS shares the preparation strategy and books to read for civil service exams which are a huge hit amongst users.

Anonymity and staying away from the public gaze are the important characters of civil servant which had been created to remove biases in execution of duty; seeking celebrity status should not be the ideal way for usage of social media.



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

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

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

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

As a young and dynamic officer, answer the following:

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

(a) Reasons for open defecation even when having access to toilets:-
① Behavioural issues -
Long practice of going out

in the open; as they say habits die hard.

(2) Lack of knowledge about the perils of open defecation and the diseases/health hazards which it could cause.

(3) Non-functionality of toilets (like water connection or flushing system)

(4) Even cleanliness and maintenance could be poor which could lead to them to defecate in open.

(5) Long standing mindset of Patriarchy and Poverty and Pollution dirty concept.

(b) Options available to me as SDM : —

As District Magistrate has forbidden me from taking any official action I would use the following

Option-1 persuasion through influential local population.

— like village headmen, Headmaster of school, Rural doctor or Ache workers

Persuading through nudging by
Children; wherein children
could be asked to dissuade them
from defecating in the open.

Merits

① Involving local population
might be beneficial as the
sphere of influence might be
strong.

Demerits.

- It may take more time
- People might not be persuaded
easily as they are stubborn.

Option 2 — visiting the village
and surveying the toilets
made and check on the
maintenance and condition.

Merits — The toilets could
be repaired easily and
people who might have
avoided due to damaged
condition may start
using it.

Demerits — As it would not be official visit, I would have to spare additional time which might be difficult due to workload.

Option-3 Roping in civil society, NHOs to teach and train these people who defecate about perils / health effect of open defecation.

— Merits — NHOs are closer to the people and they draw staff from local populace which could check the behaviours and their wrongs bring trust to the village folks.

Demerits — NO guarantee of change in behaviour.

Option 4 — Taking official action through imposition of fines and naming and shaming the offenders.

Merit — Fines and Naming Shaming may act as deterrent and behaviour might change.

Demerit - -

- ① Disobeying the command of Senior, I may face consequences from the same.

(C) I would choose a combination of Persuasion and visiting the village to check for faults in toilet system.

Persuasion and repeated nudging can change the behaviour of the villagers. Moreover I would have obeyed to my Senior as I would not take any official action and with my own initiative and help of villagers and civil society I would try to address the issue. This would be a win-win situation as I would have obeyed the Senior's orders as well as implemented the habit of defecating in toilets.

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

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

स्थिति को देखते हुए:

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

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

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

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

Given the situation:

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

(a) Stakeholders in this case :-

- ① Students.
- ② Parents of the students.
- ③ Coaching institutes.
- ④ District Administration and myself
- ⑤ Society at large.

Associated ethical issues.

- ① Loss of precious young lives.
- ② Misleading advertisements.
- ③ Case of Forgery and deceit.
- ④ Drugs for performance enhancement abuse.
- ⑤ Nexus between Business and politics.
- ⑥ Discrimination of students based on performance.

(b) The problem is very serious one concerning precious future worthy citizens of the country, hence a multi-pronged approach would be needed: —

- ① Frn- of all ^{groups} type in mental Health experts to talk to students.
- ② Counselling and motivational talks by prominent Doctors and engineers.
- ③ Cracking down on misleading advertisement and getting removed all banners and posters.
- ④ Cracking down through Health and Drugs Inspector on the illegal selling of performance enhancing drugs.
- ⑤ Asking Coaching Institutes to not segregate student on marks basis and rather have a mixed batch

Wherein peer to peer learning can be promoted.

- ⑥ Providing counselling about other career options through NGOs / civil society.
- ⑦ Strict warning and reprimanding the coaching institutes on misleading advertisement. If needed book them under Consumer Protection Act.
- ⑧ Promoting a culture of Fitness, yoga and meditation by asking coaching institutes to have dedicated yoga trainers if not possible, will take help from civil society and NGOs.
- ⑨ Asking Parents not to be too demanding and keeping in constant touch with their wards. ~~Reasoning and Maths~~

③ Reasons for increased case of suicide

— ① Peer pressure ② Performance pressure ③ undue poking and interference by parents ④ Mental Health issue

⑤ Lack of emotional intelligence
⑥ Fear of insecurity about future.

Measures to address the issue in long run : —

- ① sensitizing parents.
- ② proper Mental Health awareness.
- ③ Tele consultation on Mental health and increased Psychiatric care.
- ④ promoting culture of meditation and yoga to calm the mind.

Suicide should be prevented at all cost and it is high time when we start taking Mental health seriously.

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

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

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

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

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

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

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

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

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

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

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

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

(a) Stakeholders involved in this case are : -

- ① The deceased persons
- ② Family of the deceased persons
- ③ Residents of the Poth colony
- ④ Contractor who had been up the work of cleaning the sewer.
- ⑤ My department - CWCERS supply and sewerage board including myself.
- ⑥ Media
- ⑦ Society at large

(b) Options available to me.

- ① continue with the complaint for causing death by negligence against Residents and contractors.

- Merits :- ① As the crime has been committed, the persons responsible for negligence must be penalised as per Justice Principle.
- ② This would act as deterrence against future occurrences of the case.

Demerits - ① There might be lot of pressure on me as the persons involved are high profile, even I may be sacked or transferred.

Option 2 withdraw the case against the residents and contractors.

- Merits ① My position might be saved.
- ② The residents will not create ruckus and peace would be maintained.
- ③ Fee saving for city administration as media blitzkrieg may stop.

Demerits

- ① violation of Right to life of the deceased persons.
- ② It may lead to Further commitment of such crimes as the people would feel embolden.
- ③ Mobocracy would triumph which is bad in democracy.

option 3 — continue with the case and set right the administrative inefficiencies.

Merits

- ① upholding Justice.
- ② Delivering public service.
- ③ Virtue of courage and Fortitude would be applied.
- ④ Misgovernance and Maladministration might be solved.

Demerits

- ① Mob may cause Further damage.
- ② It might be lengthy and time taking process to set right the inefficient administration.

Long term measures to prevent
occurrence of such events in
future.

- ① Strengthening the administration
in my department-
- ② Proper budgeting and seeking
funds from District-
administration on time.
- ③ Sensitizing the contractors
of manual scavengers
to use protective gears.
- ④ Arranging for protective
gears through civil society.
- ⑤ Taking help from big
corporates to fund the
sewer cleaning machines
as part of CSR initiative.
- ⑥ Regular followup and
checking by department
officials.