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GENERAL STUDIES (TEST CODE : 861)

Name of Candidate	Tanya Singhal		
Medium Hindi/Eng.	English	Registration Number	98030
Center	Old Rajinder Nagar	Date	24/Aug/2017

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:

INSTRUCTIONS

- 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)।
- There are **FOURTEEN** questions printed in **ENGLISH & HINDI**. इसमें चौदह प्रश्न हैं तथा अंग्रेजी और हिन्दी में छपे हैं।
- All questions are compulsory.
सभी प्रश्न अनिवार्य हैं।
- The number of marks carried by a question/part is indicated against it.
प्रत्येक प्रश्न/भाग के अंक उसके सामने दिए गए हैं।
- 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 आपकी 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।
- Word limit in questions, if specified, should be adhered to.
प्रश्नों में शब्द सीमा, जहाँ विनिर्दिष्ट है, का अनुसरण किया जाना चाहिए।
- 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।

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

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

EVALUATION INDICATORS

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

Overall Macro Comments / feedback / suggestions on Answer Booklet:

1.

2.

3.

4.

5.

6.

All the Best

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

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

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

Role models plays an important role in developing values, morals and ethics in an individual as they agents of socializations.

Role of Role models

- Their life story becomes source of inspiration eg Mahatma Gandhi & his book My experiments with truth is an inspiration
- Their action becomes ideal doings and thus help in guiding our behaviour eg Sachin Tendulkar going out of the stadium instead of even declared "not out" by umpire. This behaviour help us in taking decisions during ethical dilemmas.
- They appeal to the social ~~etc~~ morals & ethics and has a wide emotional appeals eg Amitabh Bachchan advocating for "closed doors" in Swatch Bharat Abhiyaan.

However, Role model should not be copied in each & every action. One should be wise enough to inculcate good values only. Copying heroism, accent comes under worshipping of respective models and not under following role models.

Leaders have to ensure ethical behaviour in the organisations. This is best for the economic growth of the company.

Ways to do so

- a) Leader should himself be the role model for others. He should abstain from coming late, or taking unethical decision. He should be open minded, objective and transparent in his working.
- b) Strict vigilance and punishment for unethical action can change people's behaviour.
- c) Code of ethics and conduct for employees to guide them during ethical dilemmas.
- d) Grievance Redressal Mechanism so that people can complaint against unethical action.
- e) Company should judiciously follow corporate governance principle and contribute towards CSR in order to inspire employees to do the same.

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

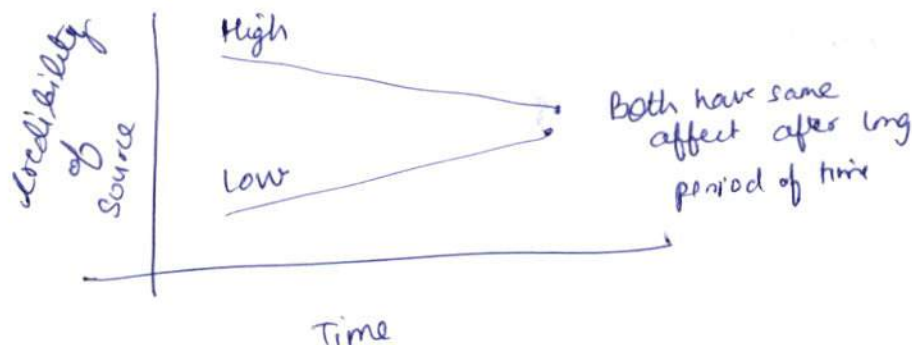
अरस्तू के अनुसार, अनुनयन के लिए न केवल इथोस (वक्ता की विश्वसनीयता) एवं लोगोस (तार्किक दलील) अपितु पैथोस (श्रोतागणों से भावनात्मक सम्पर्क) भी समान रूप से महत्वपूर्ण है। टिप्पणी कीजिए।

Persuasion is a quality which is widely appreciated and it is essential for a civil servant to be able to persuade others.

It consists of 3 parts:

a) Ethos → Speaker's credibility is a big issue. For eg if an economic advice is given by a Bollywood celebrity, there are less chances of it being accepted in society. However if the same advice is being given by an economist like Raghuram Rajan, it would be widely accepted.

But this in the long term, does not work as people usually tends to forget the source but remember the message. If message is true and logical, it will continue with the receiver.



(b) Logos - An argument should be clear, short & attractive. It should have scientific base & objectivity so that the receiver might not feel deceived after gaining knowledge about the issue from some other source.

However, logical argument should not conflict with emotions and customs of the group. For example if officials persuade for Swachh Bharat Abhiyan by giving arguments like ~~science~~ cleanliness is also equal to worshipping god, they may not get persuaded due to conflict with emotions connected to idol worship.

(c) Pathos → It is very essential as receiver must trust the person for ~~an~~ persuasion. That's why it is essential to show a person wearing white coat and stethoscope in an advertisement of a toothpaste. Local leaders are always encouraged to persuade for the same reason.

Grasping of the ethos, pathos, logos the most important force of persuasion is correct message and correct way to persuade.

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

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

Public fund refers to the fund which is collected after revenue collection or by earning profits by the government. There are always ethical issues related with the utilization.

a) Developmental v/s Environmentalism

Today in the era of climate change, government always faces dilemma of putting funds in development activities or in environment conservation activities like renewable energy, afforestation.

b) Who is more vulnerable?

Since there is always paucity of resources, therefore there is ethical dilemma to divert more fund to which scheme eg PDS or MNREGA

c) Security, international commitments

Government has to divert funds for international sources as well to help disaster countries. eg

Nepal earthquake - Operation Naitoi. This often leads to diversion of funds. Moreover, government has to chunk a major part of funds in defence of country (10%) which can be used for socialistic activities

Strategiesa) Outcome based budgeting

Government should see the impact of funds in various fields as per outcome based budgeting norms. This will help in better utilization of funds.

b) Improving the budget utilization

- Reducing corruption to minimise leakages
- Social Auditing
- More transparent in utilization of funds
eg. RUSA → Rashtriya Uchchatar Shiksha Yojna
utilizes "fund tracker"

c) Impact of budget through Citizen Reportcard
like one conducted by "Jan Aagrah" NGO
in Bangalore.

A comprehensive, systematic approach is required for better utilization of funds properly.

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

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

With the recent trend of expressing view anonymously and more freely, people have become more free in exercising their expression. This has lead to unfold of various corruptions scandals, protest & complaints against powerful voices & people

However, this has done more harm than benefits

- a) Cyber bullying → People use "anonymous" tag and release private pictures of celebrities, business men etc
- b) Rumours & communal violence → People use social media to spread unnecessary violence eg Muzzafarnagar Riots
- c) Trolling → People are trolling celebrities and students like Jaehar Singh. They are using this platform to lower the dignity of women & vulnerable groups.

Politically, it is dividing the world even more by spreading fake news of conflicts, wars.

Internal politics is getting new shape by political campaigns online.

Anonymous comments on the political decisions creates social unrest.

(b) Social Media has changed our attitude from collectivism to individualism. Youth has become addicted to it. They have now positive attitude towards materialism & consumerism and ~~communism~~. This is shown by never ending updates. Their attitude towards Indian festivals, ~~the~~ gender, religion is getting changed. They are becoming more global citizens now. Their thoughts, value system are becoming more universal. Therefore, change in attitude by social media is both sweet & sour.

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

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

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

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

Our constitution provides us fundamental rights, however, these comes with the reasonable restrictions. They help us in telling that what a person has a right to do and what the right thing to do.

1) We have right to express but it is not right to express thoughts, beliefs and facts that are irrational, wrong or immorally correct.

for example - Advertisement - they have right to sell but Right they to do is give the customer right information

2) Means v/s ends

Right thing to do is adopting the correct means while achieving our goals. eg - We have right to achieve free education but is it right to achieve it by bribing officials.

3) Law v/s eternal conscience

Law is not concrete and comprehensive, therefore

it is often conscience that guides us.

for example - Standing in queue ahead of an old lady. It is ~~not~~ ^{my} right to get thing first but The right thing to do is offering her first.

Conflict gets resolved by applying morals, ethics and value system in place. If someone wants to protest against injustice, then definitely one should follow what is guided by one's conscience and his means should be also true as his ends.

eg If I want to protest against corruption, I should not use any ~~wrong~~ incorrect method in the due course. This is gross violation of my value system.

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

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

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

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

Political ethics comprise of justice, equity, equality, transparency, accountability & responsibility. etc.

Vision, intentions, processes adopted by the political parties all should be guided by a value system.

Vision and intentions are the first key of political ethics. They should be noble and non-discriminatory eg

Democratization with the vision of cleaning black money or land reforms for equitable justice. However, they should be the lone pillars.

Transparency & Accountability in the process of implementation is equally important to ensure complete justice.

for example - during demonetization, despite of the good intentions, lack of accountability & responsibility of financial institutions leads to corruption and loss to the exchequer. It defeated the entire process of demonetization.

Tools used for the implementation should be fair, justicable and accessible by all.

for example to weed out corruption, if all the forms issued for examination is available only on internet, it would be gross injustice to the students from rural background.

Established systems should be corruption free and have strong ethical framework in place to avoid wrong decision making.

eg established system in education sector fails to deter teachers who teaches tuitions in private capacity and hence destroys the scarcity of the service.

Each & every step of governance should be guided by value system.

5. (a) Swami Vivekanand brought religion to the centre-stage and gave a new meaning to it while stressing the need for harmony among faiths. In this context, discuss the relevance of his teachings in contemporary society. 10
- स्वामी विवेकानंद ने धर्म को केंद्रीय मंच पर लाकर खड़ा कर दिया और इसे एक नया अर्थ प्रदान किया और साथ ही विभिन्न धर्मों के बीच सामंजस्य की आवश्यकता पर भी जोर दिया। इस संदर्भ में, समकालीन समाज में उनकी शिक्षाओं की प्रासंगिकता की चर्चा कीजिए।

Swami Vivekanand's teachings like "GOD is one", ~~Heavens~~ "Service to Mankind is service to God" has changed the perception about Religion. Equating worshipping god to ~~man~~ service of masses is of significance in the present world which is full of lack of ethical standards, values like kindness, compassion & love.

Relevance

In stopping communal violence - If we adopt his beliefs and teachings, riots will become a tale of the past.

Eradicating Poverty - Poverty is the manifestation of greed of human beings as Gandhiji said "there is enough for one's need but ~~to~~ not for one's greed". By adopting Swami's notion of brotherhood, mankind, one can help in equitable distribution of resources.

Scams, exploitation of poor will become history.

Physical Strength of Youth

Youth is often engaged in online games, addiction to alcohol, abuse etc. Therefore, it is essential to give youth back its vitality. ~~Swami~~ Swamiji once said "One gets nearer to God in football field". His teachings can again help the youth of country to ~~re~~reenergise and volunteer for the national building.

His teachings would be always a guideline for the generation to come as he himself said "Thought travel far and a man is what he thinks"

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

b) Challenges in Public Service Delivery

Policy level & decision making

Policies are discussed widely but only till the level of vision ~~and~~ and missions. No effort is taken in implementing them better at the grassroot levels.

Traditional Bureaucratic system full of red tapism, corruption. It is difficult to weed out corruption from the system.

Lack of Resources and excess demand creates room for discretion and hence ~~negotiation~~ nepotism, favouritism.

Lack of Public Participation & transparency → Secrecy is maintained. Funds are not allocated properly.

Inclusion and exclusion errors → ghost beneficiaries and faulty riders are present.

Lack of information and knowledge in the people which leads to their exploitation.

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

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

Emotional intelligence is ability of understanding my and other's emotions and use them wisely in decision making eg → Solomon's Judgment to decide mother of a child.

Emotional Intelligence does get influenced by cultural moorings as emotions arise out of cultures eg Idol worship and emotion associated with it is identified by an Indian Society but not by western.

However, several emotions like love, hatred are prevalent in every society, therefore do not have much implications.

Applicability of emotional intelligence in India & western society

- a) Policy Making → Indian society requires for eg eradication of patriarchy mindset from the society. Therefore one need to frame policies and scheme like Beti Bachao Beti Padhao or Sukanya Samridhi scheme.

In which ~~we~~ ~~former~~ government is trying to remove the notion of girl being a burden and ~~not~~ encourage her birth. But in ~~western~~ ^{Western} ~~Social~~ Societies, Politics would be encouraged like equity & equality.

(11) Principles of Nation

India is secular country but biased towards positive secularism which aims at encouraging and safeguarding every religion but while in western country like France, they are against the wearing of any symbol of religion in public. Policy Makers and Constitution makers have applied their emotional intelligence in understanding the emotional connect of people with the religion and how religion is a way of life. ~~They~~

(12) other issues like division of country into states, laws related to marriages, divorce etc are based on applicability of emotional intelligence.

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

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

RTI is a landmark law which helps a country to move into brightness of information from darkness of secrecy. as someone ~~is~~ rightly said "Secrecy is the darkest corner that give birth to corruption"

Success of RTI

- a) Unearth of various scams by RTI activists.
- b) Accountability and Responsibility in government increases.
- c) Proactive steps like status of Application or track your post have been adopted by various departments.
- d) People feel empowered and this can be shown by number in increase of application

However,

- a) In the due course since ~~it~~ it has come into force, more than 40 activists have been killed.
- b) It is used as an "blackmail" object by the people.
- c) It has increased the burden on government employees.
- d) Increasing rates of Application at ~~Public~~ Information office ~~as will as~~ ~~center~~ Information Commission is showing that inadequate information is not provided.
- e) NGOs and ~~public~~ political parties out of RTI
- f) Low rate of justice being provided at CICs is also defeating the purpose.

RTI is still a potential tool for bringing in transparency but as recommended by 2nd AR, Negos should be brought under the RTI. Similarly CIC in Satish chandra case stated about urgency to bring in political parties under RTI

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

10

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

Black Money is a big menace in India and it starts with the election as shown in figure.

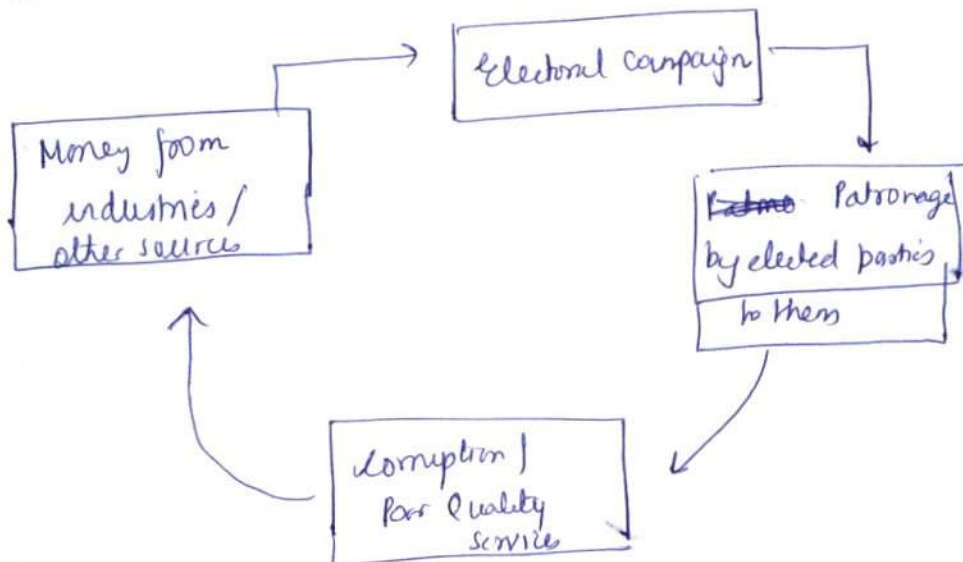


fig 1: Vicious Cycle of Black Money

Due to high money requirement in election for bribing the voters, distributing freebies, parties often depend upon industrialist and in turn they give them favourable contracts.

State funding can reduce as it will provide the money and help in breaking nexus between donors and parties, but before coming to any conclusion, it needs to be ensured that

- parties would not be able to acquire money from any source
- the state funding would be transparent and unbiased

Since it is very difficult to ensure that state funding will stop inclusion of unaccountable wealth in politics therefore, it is better to ensure clean, transparent ~~methods~~ methods in today's scenario by following below:

- Bringing Political Parties under RTI
(~~the~~ Satish Chandra ~~case~~ Case, (IC)
- Making it mandatory and punishable if parties don't file ~~the~~ Income tax Returns.

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

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

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

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

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

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

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

Officer has dilemma of using funds in either of the projects → rural road development or Widening of highway.

Both are of equal importance for country, one guarantees economic growth while other assures rural development and saving life of many.

Challenges

a) To decide what is more urgent from both the given options.

b) Since it involves his discretion and there are no guidelines to help him. Therefore, the foremost challenge is to ensure welfare of the people.

c) To decide which aspects of development is more beneficial either economic developments in terms of jobs, infrastructure, technology exchange or the socio-economic development which will provide social equity & economic growth for the rural areas.

For this dilemma, I will use the Gandhi's Talisman which states that your every ~~action should~~ ~~not impact the~~ decision should be after considering the last man standing.

Therefore, I will take rural road development as my first priority as

- a) Rural people have no other alternative while industries / MNCs have.
- b) Rural people are more vulnerable due to unavailability of roads while MNCs can afford flexible timings to avoid congestion.
- c) A civil servant should be objective but has empathy & compassion as one of his value. Therefore saving life of rural people and their equitable growth is very important.

My Plan

- 1) ~~I will divert the fund~~ I will first consult my team about the decision on this issue.
- 2) I will ask from the ministry of Road & Highway Development for more funds.

- 3) I can even ask ~~Ministry~~ Ministry of Corporate Affairs to divert fund for highway widening.
- 4) If I manage to get extra funds, then I will divide them judiciously.
- 5) If I don't manage, I will divert the funds to rural development on a priority basis to areas.
- 6) I will ask the companies to strike a deal.

Either they can pool in money and develop the road as per their status or they can receive ~~funds~~ ^{partial funding} from the planning office if they promise to contribute their CSR obligation fund for rural development.

Long term Measures

necessary
Rural sustainability is to ensure urban
development. Therefore, [^] s will Plan
employment opportunities, more health centers
and social infrastructure in villages only.

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

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

(b) List the issues involved in the case.

(c) What will be your plan of action?

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

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

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

(c) आपकी कार्य-योजना क्या होगी?

Ans:

This is a classic case of real time conflict in Indian society where people trust is immense in religious or sectoral leaders.

Reasons for people's defiance

→ Incomplete information

Since they don't know about the presence of ammunition and illegal activities of the leader

→ Lack of trust on government and institutions

People don't believe in the Indian Judiciary, therefore associates more trust on the accused.

→ Custom of defiance of laws

Most of the people don't care about the laws, they have positive attitude towards the law breaking

Q)

Issues involveda) SP of a district

He has follow his duty ie to maintain law & order as well as to arrest the leader

b) followers

They have to protect the leader's arrest and for this they are ready to defy the law

c) court

Court has to ensure justice and has to carry out his arrest irrespective of people's wishes.

d) Lack of trust & communication gap between society, government, executives and judiciary.

e) Lack of ethical framework in the leader who is indulging in illegal work

Plan of Action

a) Information dissemination to public
by using media, social media etc.

Intelligence Bureau reports about the ammunition should be broadcasted and spread.

This will help in decreasing the number of people

b) Deterring the people by using law

Masses through announcements should be informed that legal actions can be taken against them if they remain there.

This will bring a change in behaviour.

c) Using of Tear gas on the crowd
and asking more force for help.

This may be not the best method as it may cause harm to the children in the crowd, but this has to be adopted as the last resort.

In the meantime, I will persuade the leader to ask followers to go away.

I will also ask other leaders from the same sect to appeal the followers.

I will ask the local leaders to come forward and help me in dispersing the crowd.

I have to use emotional intelligence in persuasion so that they accept his arrest.

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

20

- (a) Identify the ethical issues involved in the given case.
- (b) What are the options available to Ramesh in this situation? Evaluate each of them.
- (c) Had you been at Ramesh's place, what would have been your course of action? Give reasons for the same.

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

- (a) दिए गए मामले से जुड़े नैतिक मुद्दों की पहचान कीजिए।
- (b) इस परिस्थिति में रमेश के पास कौन-से विकल्प उपलब्ध हैं? उनमें से प्रत्येक का मूल्यांकन कीजिए।
- (c) यदि आप रमेश के स्थान पर होते, तो आपकी कार्यवाही क्या रही होती? उसके लिए कारण दीजिए।

Ethical Issuesa) Personal Integrity v/s Professional success

Ramesh is a hardworking person as well as a
broad winner. He seems to express dissent
when ~~for~~ Suresh did not report the spill.
This shows that he is a law abiding person.

Therefore now it is very difficult for him to
accept his personal needs and of his family
and at the same time, to act as a good
citizen.

b) Lack of corporate governance

Oil spills must have generated the environmental
effects. But this seems that due to lack of
ethical standards and moral framework, Company
did not report the spill.

c) Hiding defiance of law by values like
loyalty & respect.

Defiance of law is a crime and it can't be overshadowed by mere vested interest of profits and brand image of a company.

(b) Option Available

i) Forget the incident & join as Consulting Engineer

Merit: Able to gain professional success which is better for him & his family

Demerit: A company like this may force even him to do illegal work and this will create a sense of guilt in his mind. Moreover, these actions are not good for society as a whole.

(ii) Ask the seniors and complaint about Suresh and misdeeds.

Merit: Suresh would be punished for his wrong doings
He will enjoy position of credibility.

Demand: May be the company also regrets the claim and ask you to remain silent.

(c) My course of Action

Investigate about the spill from the company's inventory.

Ask Suresh about not to repeat it again and enquiring him whether he needs to also follow the same protocol.

If he doesnot give satisfactory reply, I will inform superiors about the misdeeds.

If they also neglect my request, I will approach media, NGOs and the state to complain about the spill.

I would adopt this action because

- (i) I should not worry about my job as I would be getting another ~~new~~ one as I am hardworking and definitely get another one.
- (ii) It is essential to report such issues so that further incidents can't go unnoticed.
- (iii) Guilt is very difficult to fight. One can resist being unsuccessful but not being guilty.
- (iv) The health hazards of such oil spill takes a long time to display their effects. and As a good citizen, it is my duty to save my fellow beings and environment from vested interest of such companies.

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

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

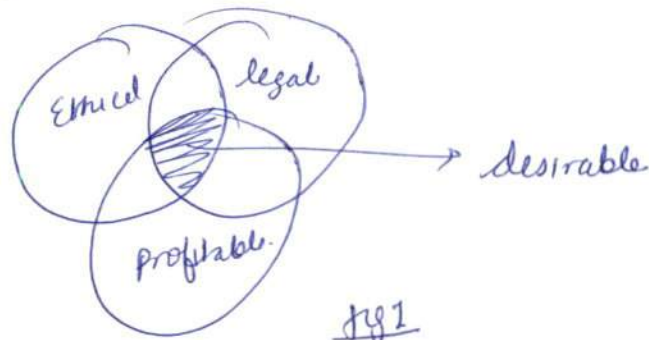
(b) Is there a need for having reasonable restrictions on social media for it to remain a platform of healthy and fruitful engagement. Analyse from the viewpoint of different stakeholders.

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

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

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

This is case of dilemma which is faced by generally every CEO i.e. to make business fall in correct section



Here the case depicts the scenario when the action is legal as well as profitable but not ethical.

Options Available

- a) Focus on Revenue generation and leave the things as status quo
- b) Adopting the tightened policy of making new accounts
- c) Working on effective methods to solve the problem like technology intervention

Option 1 & 2 are not desirable as they don't fall in the desired area as shown in fig 1.

Therefore IED should invest in the technology and manpower to create a innovative way of tackling the ones who misuses the platform.

My course of Action

a) Discussion with the stakeholders involving women, police, politicians, bureaucrats, technological background experts etc.

This will help me in understanding the problem depth & Reasons.

b) Ask the police to take strict actions against the ones who ~~take~~ bully women on the platform & collaborate.

c) I will increase the access to women to reach our staff by multiple phonecalls, emails, tags etc. This will help in better and quick deactivation.

d) More Privacy settings to ensure that videos, photos are not shared by the wrong doers.

Awareness and campaigns for the same

e) Once deactivated Account and his ip ~~address~~ address would be revoked for min 10 years.

Long term Measure

Artificial intelligence who can itself track the offensive words and remove it automatically or make a user unable to post.

Reasons

As a citizen, CEO and most importantly a human being, it is very essential for me to maintain dignity of women in society. It is even essential for my own daughter & wife as they are also averse ~~averse~~ to part of the society. But I can't be averse to the employees & shareholders who have invested their trust and money in my organisation. Therefore I will follow this balanced approach.

(b)

(CEO) company

- a) They will not feel the need as they want to maximise profits but increasing case of harassment might deter people (especially women) joining the website. Therefore, reasonable restrictions would be giving a green signal.

Women → They will be needing it most badly as it curbs their freedom to speech & expression and most importantly freedom to live (ART 21)

Society → By harassment, young people's children and inculcate wrong values like bullying, trolling, lowering the dignity. Therefore society will also want reasonable restrictions.

The one who defies & harass → They obviously do not want any restriction as social media is relatively easy platform for them to harass.

Government & Institutions

They are driven by constitution and according to constitution, even ~~freedom~~ fundamental rights are not absolute and there is always a need of reasonable restrictions. Therefore government would be in favour of such actions.

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

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

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

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

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

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

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

This is a case of lack of ~~inform~~ information and prevalence of misbelief in the society about mental health care.

Issues involved

Convincing parents about his medical position irrespective of their misbeliefs.

~~Such~~ ~~friendship~~ of ~~your~~
Helping the friend even when it is against the family's wishes

low wisdom about mental health problems.

Options

- Make parents aware about his problem
- Persuade the friend to not follow his parents and stay with him
- Leaving him on his own.

This is a situation, which a civil servant can face in his course of duty due to Indian society's low awareness about various issue.

I can't leave him on his own as it is against the value of love, compassion & empathy which one owes as a friend. Moreover I should remove this misbelief of his parents about the mental health as a good citizen. As a civil servant in future, I have to develop a sense of persuasion. If I leave him alone now, it is the defeat of my whole aim of becoming civil servant.

My course of Action

I will first take the evidences cited by medical reports or a doctor prescription to his parents to show them there exists problems like mental depressions.

If they donot agree, I will ask various
Neyos to help ~~him~~^{me} in making them understand.
I will persuade my friend to talk openly
with his parents. I will take help of videos
to show them the effect of depression on one's life.

If they donot agree, I will request them to
come to doctor with their ~~son~~. Doctor can be
a better persuader than me.

I will ask my friend to stay with me and not
follow his parents, as the last resort. This will
ensure him and me about his health as he can
take counselling sessions in the city rather than in the
rural background.

Long term Measures

I will ask government authorities like ~~Ministry~~
Ministry of health to start awareness campaign
in the villages about mental health care.

I will write to Neyos working in this field to
spread awareness.

I can even go to social media to start
publicizing that it is nothing wrong to have
mental problems.

My Lapsed Actions & Reasons

I am his friend, therefore it is my responsibility to be with him during ups and downs. It is very essential for my mental peace & conscience satisfaction that I help him in getting the right treatment during depression. As a responsible citizen, it is imperative to ~~ask~~ me to bring in light the issues which are considered a taboo in Indian Society. Social Media, Blog writing, Radio has also made it simple too. So I would use them to spread awareness. This will help several people like my friend to come up and share their problems with family and friends.

14. You are the Managing Director of a multinational company that prides on hiring people from diverse backgrounds. The company also chooses multiple projects under Corporate Social Responsibility that are geared towards social inclusion and empowerment of vulnerable sections of the society. Miss 'X' who works in your office tells you that she has been diagnosed with HIV. It happened due to malpractice by a medical practitioner who re-used a contaminated syringe that led Miss 'X' to contract the disease. The company has strict policies about toleration and you ensure Miss 'X' that she can continue with her job in the company without facing any form of discrimination. A few days after the revelation, Miss 'X' angrily submits her resignation letter. She states that she has faced discrimination at the workplace everyday after the revelation. Her colleagues are hesitant to eat lunch with her, they make sure they do not drink water from the same source and the females in the office comment on her marital status. She is also asked to sit separately during departmental discussions. She intends to sue the company for mental harassment. If she takes the step, the public image of the company will be maligned and its non-discriminatory policies will be questioned. The following are some suggested options for you to deal with the situation as a Managing Director of the company. Evaluate the merits and demerits of each of the options: 20

(a) You accept her resignation and suggest a compensation package so that she refrains from suing the company.

(b) You persuade her not to submit her resignation and transfer her to another department.

(c) You ask her to continue with her job and take strict action against the colleagues who discriminated against her. Also, state (without necessarily restricting to the above options) your course of action, giving proper reasons.

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

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

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

This is case in which a employee is facing discrimination in spite of company's neutral status. The main problem lies with the social stigma attached to HIV and steps taken should ensure behaviour as well as attitudinal change in the people.

Issue involved

*Negative Attitude of people towards HIV
Ensuring dignity to lady in work.
Company should not suffer loss.*

Options

a)

Merit: Company's brand image will not suffer
Social unrest can be eliminated in the
work culture

Demerit: Loss of a employee
Does not go with the principles of
company which follow and accepts
diversity and is against discrimination
Does not solve the problem of stigma attached to
HIV

It is discriminating as well as unethical behaviour
for Miss X

Set a bad precedent before the company's
official and encourage them to repeat
their action

b)

Merit: Solve the problem and she will be
working in the company
Company's brand image not hurt

Demerit: Solves the problem but temporarily
as people might come to know about her.

Does not change the behaviour & attitude of people
towards HIV

Company's image is still at risk as she may tender
resignation again

(C)

Merit: She can continue the job without any
discrimination
this will deter behaviour of people
Company's image saved

Demerit: Reprimand will not ensure the
attitudinal change and they might
offend her in private places.

Therefore I will try to remove this social stigma against HIV so that no further cases like this evolved

Investigate the issue by talking to people
~~Advise~~ Reprimand the officials involved
to deter their behaviour. I will also announce
suspension for 5 days if such a issue is
brought in notice.

for effective implementation of order, I will
form a committee to take action and
do strict vigilance on such discrimination

Long term Measures

Seminars, open sessions & talk regarding
HIV and other form of discrimination.

Posters, Videos on discrimination ~~should be~~
would be screened to keep work ethics
in check.

It is my duty as a ^{MD} ~~CEO~~ that I should ensure that no discrimination takes place in the office. All employees are equal to me and it is responsibility to take care of them. It goes well with the ethics as well as for economic growth of my company.

