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GENERAL STUDIES (TEST CODE : 861)

Name of Candidate	ABHILASHA	Registration Number	11250
Medium Hindi/Eng.	ENGLISH	Date	27th Sept 2017
Center	ORN		

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 FOURTEEN questions printed in ENGLISH & HINDI इसमें चौदह प्रश्न हैं तथा 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 निर्दिष्ट 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		
4(a)	10		
4(b)	10		
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6	10		
7	10		
8	10		
9	20		
10	20		
11	20		
12	20		
13	20		
14	20		
Total Marks Obtained:			
Remarks:			

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

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

EVALUATION INDICATORS

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

Overall Macro Comments / feedback / suggestions on Answer Booklet:

1.

2.

3.

4.

5.

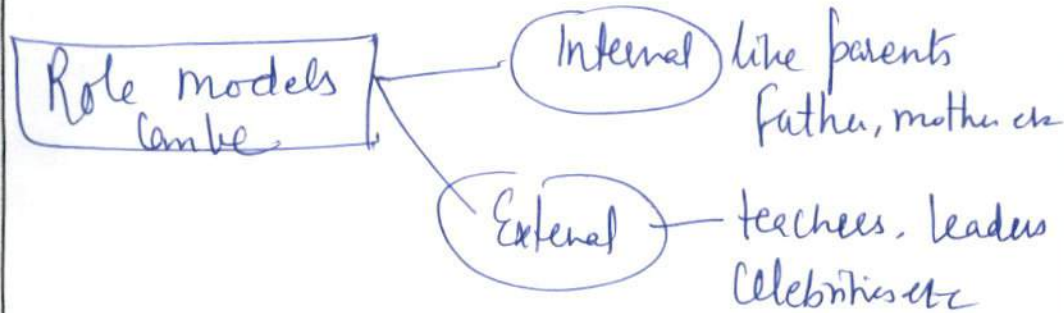
6.

All the Best

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

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

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



— Role models set example for their followers. Their actions, behaviour etc are emulated by their followers.

— They influence ethical behaviour by:

1) Setting right precedent & leading by example. Eg. Gandhiji served as role model & his 'truthfulness' & nonviolence inspired generations.

2) Their mannerisms, their behaviour help to shape behaviour of others. for

eg. Virekhamand's empathy towards poor

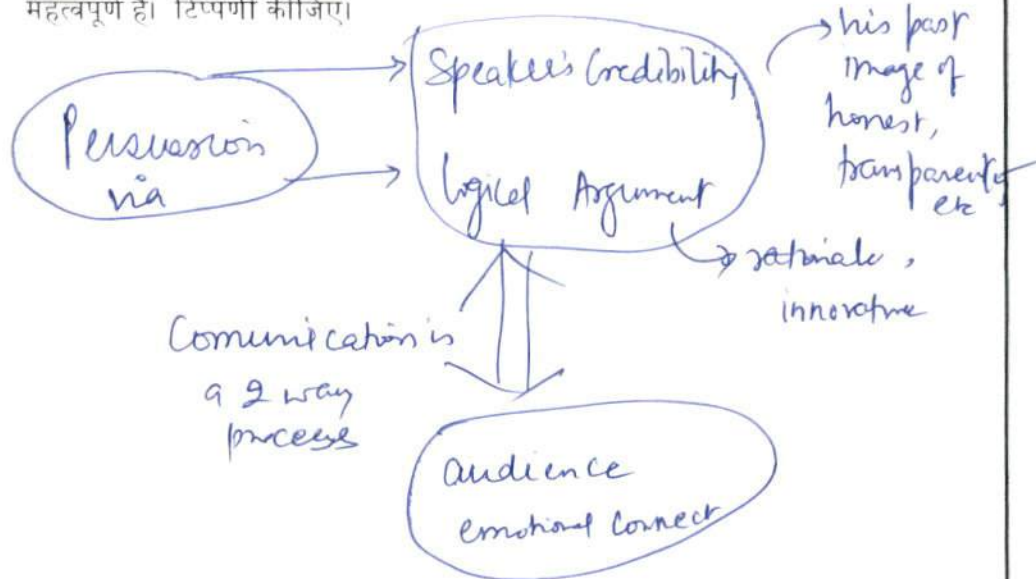
- (3) ~~Their~~ Their talks, deed, action, discipline etc all inspire followers.

* — Leaders can take following action to integrate ethical conduct :

- 1) Set Right Examples Eg. teach honesty, simplicity and Walk the Talk.
for. Eg Abdul Kalam is known for a great role model.
- 2) Do not indulge in controversies
- 3) Listen with compassion, Empathise with employees
- 4) Have an Open Work culture, Maintain Transparency & Accountability
- 5) Have a Robust Grievance Redressal system, Encourage Innovation, Share ideas
- 6) Try to go for multiple group engagements, develop a code of Ethics which can be followed by all.

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 2 way process. Speaker's Credibility like his image, his past deeds, his social status etc play a huge role, at the same time his rationality too plays instrumental role.

However, even if these two are there and audience failed to connect emotionally, persuasion fails to occur.

Audience can be connected emotionally by empathy, sympathy & compassion.

Audience should believe in what the speaker is saying as well as it should try to connect with it. for eg. a place where people struggle for ^{drinking} water if a speaker talks about great ~~irrigation~~ ^{satellite} channels, they might feel disconnected as they're more interested in Water not science & satellite.

So, it's important that any speaker should first understand the issues of audience, their problems & try to answer in their language not his.

for ex. - One goes to tribal areas & talks about development in English. how will the poor tribal understand if he fails to understand English as well as dreamy development. His issue is food, shelter & that needs to be addressed.

Here, the speaker should show emotional intelligence & try to first understand the crowd.

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 funds are a big debate issue in India. The ethical challenges in the utilization are:

- 1) Where to utilize and how much to utilize
for eg. A place where there is problem of school, lack of water, how much to utilize & how to prioritise as both are needed.
- 2) Underutilization: Many a times, funds are underutilized due to policy delay or approval delay or resource mobilisation delay. for eg: a road construction fund stuck in environmental clearance is underutilised till necessary approvals.
- 3) Misutilised: due to Corruption, nepotism, Redtapism, lack of accountability etc., middlemen etc -
- 4) Exclusion & Inclusion errors → Wrong or Rich person getting benefit & poor person excluded - for

eg. PDS meant for poor is being utilised by rich.

✶✶ Strategies to ~~solve~~^{deal} these challenges are:

- 1) create a clear roadmap challenge out plans, put data in public, get suggestions from people, have a people centric approach, involve gram Sabha, civil society etc]
this shall give a holistic view of issues and one shall get innovative solution.
- 2) Curb Corruption, Mis embezzlement — ^{PUNISH} ~~punish~~ the miscreants, and honour the honest.
This'll dissuade wrong doers, boost morale of honest & create public confidence.
- 3) More linkages with Aadhar in schemes can help to avoid Inclusion, Exclusion errors, financial Inclusion like Jan Dhan etc can help in direct benefit transfer.
- 4) online platforms like governance portal, online Tendering, push digitisation & create awareness.

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।

① Social media has become a powerful tool in today's scenario. Its effect on social culture: Positive → 1) More freedom of expression in line with Article 19.

2) More social collaboration, more peer network, more job referrals via social media like Facebook.

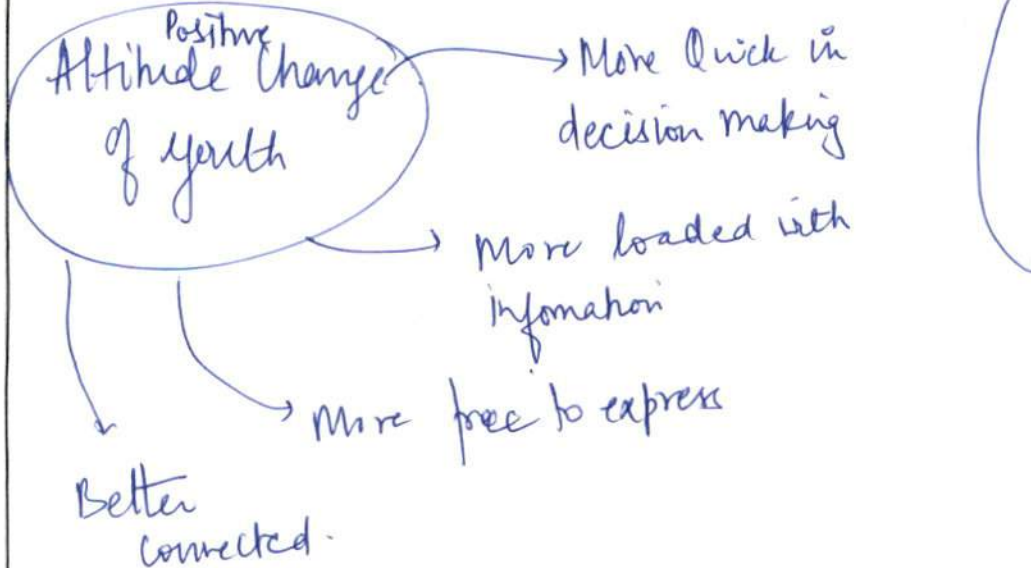
3) more awareness. Negatives → 1) misuse of freedom of expression. 4. Bullying, Trolling etc.

2) lot of crimes due to social media.

3) loss of privacy; alienation among youth, lack of quality family time as more time on Internet, so poor family bonding.

Political Effects → Positive | Negative
- easy campaign, more citizen awareness, better citizen information dissemination, quick governance, more accountability | - misuse via wrong information as no information check, political propaganda, political mobilisation & manipulating voters.

(b) Role of Social media in changing attitude.



however negative change due to media:

- more alienated ~~to~~ more time on net, lack of family time
- juvenile delinquency on the rise due to social media (NCRB data)
- more youth crimes, Sexual cyber crimes like Women trolling, Child pornography.
- lack of social cohesion, easily manipulated.
- Information overload so lack Decision making get confused, lackdaisical attitude, poor discipline etc.

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?

Work culture is the sumtotal of an organisation's total environment it provides to its employees. It includes, physical Infrastructure plus psychological balance too.

Important Work Culture components

Good work culture components

- Better Transparency, Accountability
- Better Work-life Balance
- Robust Grievance Redressal
- Long and Merit based Career progression
- listening, Social cohesion, Creative & Innovative spirit by all
- Team spirit and Compassion

All these lead to a satisfied employee with higher output, better performance & so, in larger run

a successful organisation.

Key issues which need to be issued

- 1) Information hiding → Ensure more transparency & accountability.
- 2) Invy power Attitude → This needs to end & leadership should engage with employees, listen, have emotional intelligence, promote their skills etc.
- 3) Poor grievance redressal → this should be avoided & a robust mechanism with quick redressal.
- 4) Lack of Social Engagement
- 5) Lack of work life balance
- 6) Prejudiced, favoritism, → These should end & all should have equal chances of career growth on Merit. No discrimination should be there.

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?

@ A person has right to silence (Article 21) but if a person remains silent when his organisation is being levelled against corruption this leads to a wrong impression. So right thing to do is to maintain Transparency, Accountability & speak up when it's right to do so.

A person has right to safeguard his interest so yes, he can earn profit but if he comes across a poor who has no food, the right thing to do is to give him food.

Ethical issues : 1) Self Aggrandisement vs. Good of Society
2) Self Rights vs. Social Rights.

(b) If someone protest against injustice,
he has right to express his dissent
as per freedom of speech (Article 19)

however, his protest should be peaceful
& not hamper lives of others.

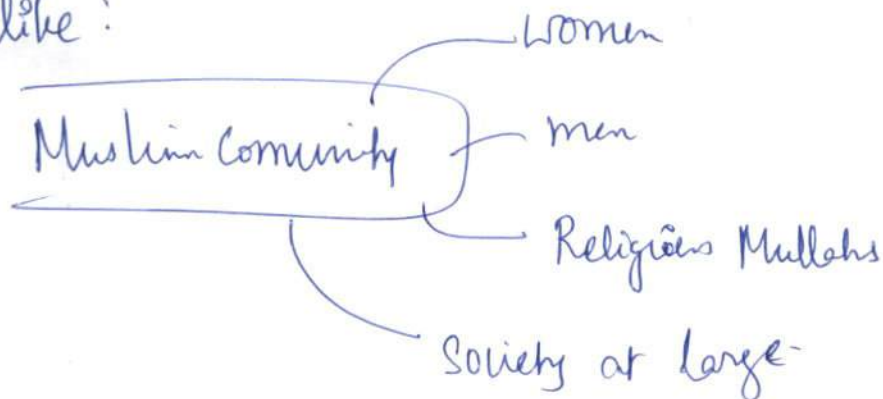
for eg. If a group of peasants
protest peacefully in front of Indira Gate,
it's their right to do so as they're putting
up grievances for others to see and find
solution. But, if the same group protest
by ~~just~~ sitting on railway platform &
hamper train movements, or tries to vandalise
public property etc — it's not right thing
to do & need to be curbed.

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।

Community is a social group not necessarily homogenous & it has various stakeholders

like :



Their interest might be different and can even be contrary. For eg. The recent Triple Talac case, it was the interest of women as such practise hampered women's social rights and was violating her (Article 14) right to equality. Also, it was a source of subjugation, a patriarchal law. However, the interest of men & Mullahs was to save their religious identity as per Art 25

as they felt, this was essential to Islam.
So, in the same community, rights differ.

The community development
can occur only if all the
individual members develop to the
solution is to involve all the
stakeholders, understand each other &
work for a progressive society which is
Inclusive & Egalitarian for development of
Nation as a whole. The SC Supreme
Court recently struck the Triple Talaq
under same ethos.

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 विधियां (उपकरण) और स्थापित व्यवस्था भी समान रूप से महत्वपूर्ण हैं। उदाहरण प्रस्तुत करते हुए विस्तारपूर्वक बताइए।

Gandhiji had vision of "India's freedom" and his intentions were based on Sarvodaya principles (Welfare for All). His implementation tools & system were Non violence, Ahimsa so to ensure that no one is harmed & all get the 'Moral Courage' to face inner as well as outer fear. Such can be one example of how vision, mission & tools were coherent.

Contrary to this, the emergency era is a debatable situation in Indian politics. The vision was to stabilise domestic politics. One of the mission was population control and encouragement to

Sterilization. However, wrong tools of implementation like force, coercion etc, Prasthy system etc led to forceful sterilization & death of many. So, here although the mission of population Control was well-intentioned to ensure Nation's growth but implementation, tool were wrong.

A great nation is not great due to vision only but because of the greatness of its people's character → Gandhiji had once said this, so the political parties should have vision to serve the nation & their tools should be appeal, persuasion, people centric approach & equitable welfare.

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।

Vivekanand was a staunch believer of the idea that all religions lead to one destination and they are different paths only. His vision of religious harmony strengthened the Indian democracy, brought peace & social solidarity.

* Relevance in contemporary society *

→ Nowadays a lot of religious conflict have surfaced. The Majority - Minority relationship have dangerously been shaped on political propaganda, religious appeals etc. For eg. the rise of Intolerance.

the beef ban controversy & mole
lynching, the killing of Akhlag
are assumption of beef consumption

the rise of Cow Vigilante group

the conflict of goddess immersion in
West Bengal vs. Islam festival

Such conflict need to be avoided.

Wayout → 1) promote cultural harmony
by cultural festivals etc

2) Involve all stakeholders

3) Have empathy & compassion

4) Respect^{for} for all is the way.
as per Vivekananda teachings

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।

Vulnerable sections are those who are deprived of basic services like food, cloth, shelter.

they face challenges :

- 1) poor Infrastructure
- 2) poverty.
- 3) lack of basic facilities like food, house.
- 4) violence against them.
- 5) Caste - conflict eg. the Sahasrabudha
Caste conflict
- 6) lack of education

⑥ as per quality service delivery is
concerned challenges are :

① Inclusion & exclusion errors -

② poor delivery, wrong target groups -

③ lack of real base data of beneficiaries

④ more fund embezzlement

⑤ middlemen, no record update

⑥ lack of infrastructure, bureaucratic delay,
corruption etc -

Need → Transparency, digitisation
& better service delivery with
people participation.

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।

Yes, Emotional Intelligence is influenced by cultural moorings.

Eg. a person in tribal culture with egalitarian society will find it surprising to see woman as a second class citizen in North India. or a western educated person will find patriarchy surprising.

① Emotional Intelligence in Western Society
Applicability

→ More based on scientific approach.

→ As they have better living standards they don't have issues like poor water management etc.

→ they're more stressed on human values.
of liberty, equality, freedom.

Indian Empirical Intelligence:

- 1) Stron @ to understand multicultural
society to understand issues.
- 2) different groups have different behaviour
- 3) Caste - religion plays a vital role in
daily life here.
- 4) Women are disprivileged here.

So, to understand Indian
society one needs to see ~~from~~
from Indian context

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

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

RTI was enacted as a statutory right via RTI Act 2005 & has helped to empower citizens. It ensures transparency, accountability etc.

★ Success evaluation

- Large corruption like 2G scam, Common wealth scams got exposed. Yes, it helped.
- Many wrong information by political parties got exposed. Eg. wrong educational qualification of AAP members.
- Any other public delay or government project information got exposed.
- Citizen got a tool to make system Accountable.

Not so successful

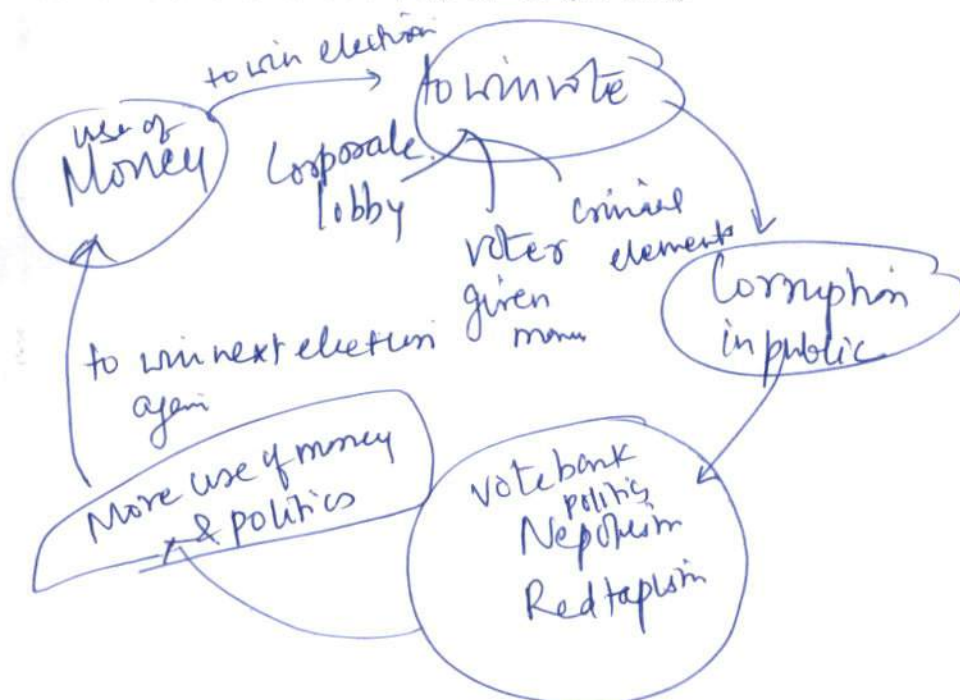
- Art 8, 11 etc gives information provider, the right to conceal. So, many information not made public Citing security reasons, as all donot fall under RTI.
- Political parties are out of it. So, no accountability.
- many seats of PIO officer still vacant.
- alot of delay, time boundation of 30 days to disclose information not followed. Poor Complaint & grievance redressal.
- many government agencies donot disclose information voluntarily.

However, RTI has created awareness, there is a moral pressure on government to disclose information, citizen is better informed, corruption is checked. hence, it's a great tool & a more Robust RTI with more Accountability is needed.

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।



Money is the most easy way to sway poor, half-fed voters. They lack basic livelihood essentials like food, cloth etc & money can meet their needs, so they're manipulated & their votes are taken in jarrom.

1 Ex. the EC is probing Rk Nagar (Tnr)
by polls for money wage in election

(b) State funding can help but both sides
can be seen.

Positive

- no mis use or excess
use of money.
- no lobby by corporates,
criminals.
- no violation of Election
conduct
- easy audit

Negative

- the ruling party can
misuse funds
which are
available to them
as they're in
power
- more violence
- more new ways
of money laundering.

Need → to have audit of electoral
parties, disclosure of balance sheet,
RTI to be applicable. Need is to ensure
Transparency & Accountability.

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?

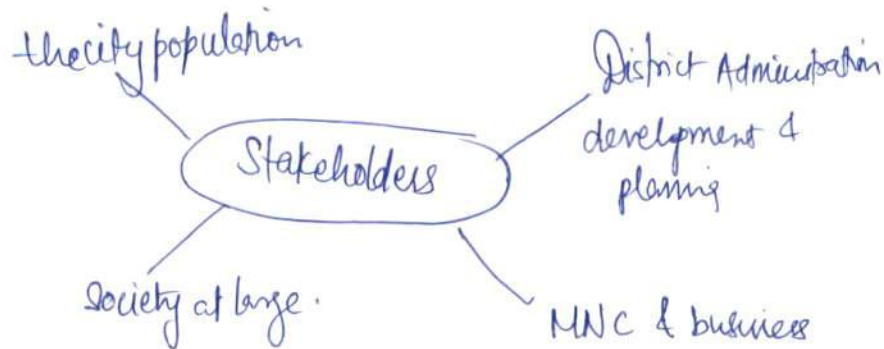
(b) State your priorities and discuss how you plan to achieve them in the context of given challenges.

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।

A



As an officer in charge, the challenges faced are:

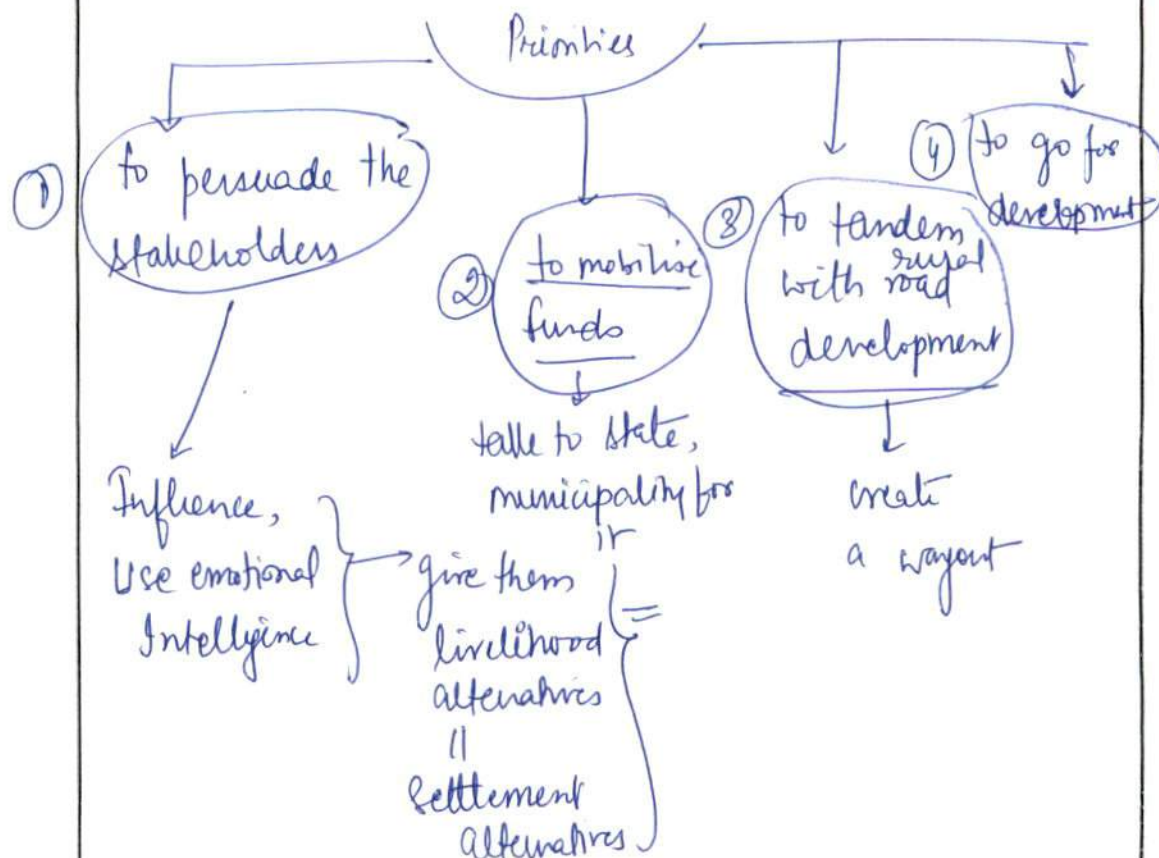
- ① huge cost is involved in the road widening so fund mobilization will be required.
- ② it can severely entail the rural ^{road} development programme and the rural ~~population~~ population will be adversely affected.
- ③ feasibility of such programme needs to be checked.
- ④ There are interest of MNC as the road SEZ to airport link is crucial. Lots of job creation and development potential is there. So, I need to consider the positive side too.

⑤ At the same time, there will be some settlements around road, may be shops or families — So, when such road widening task is undertaken, they will protest, riot and a law & order problem can be created. As widening will lead to demolition of houses, shops etc so, loss of livelihood.

⑥ Such demolition etc can be mis represented in media and bring a bad name to District Administration. Issue can be politicised too.

⑦ Challenges are also short term pain vs long term gain of development. Also, interest of MNC as well as society needs to be balanced for greater good of all.

- ⑥ Priorities shall be → Development should be undertaken but with consent and not forcefully.



- ② Mobilisation of funds → Steps to achieve
do proactive planning, involve all stakeholders, rope in self help groups, municipalities.

- ① Create a feasible road Map
- ② budget adherence, generate revenue
- ③ State fund can be used; a formal request to state government can be made

② to persuade stakeholders

planning ~~and~~ they can be appealed,
influenced, local leaders can be contacted &
their influence and persuasion can help.

③ loss of livelihood, houses can be
compensated by other existing schemes.

④ they shall become part of development
and they can be told about future prospects,
they can be convinced how such linkages can
be helpful for them in long run.

⑤ Any protest shall be proactively controlled
via emotional appeal or ^{threatening them about} letting consequences of
taking law in hands.

⑥ MNC etc. can be contacted to give them
alternate livelihood if possible. They can be
given temporary accommodation with all basic
facilities till the time construction is going on.
Resettlement can be worked out

③ Rural Road development

↓
The civil engineers etc who're involved shall be contacted. A feasible plan to coexist SEZ link to airport & rural road development needs to be chalked out.

↳ Suggestions can be taken and worked out accordingly

④ development of ^{SEZ} link to airport : Once all the above

② steps are taken, with consent of all, the highway can be widened. It should be done on time, without avoiding any delay so that quick benefit can be availed by All.

→ Roads, highways etc are lifeline of states and a great way to boost employment, ensure mobility, development. Most of the time, to change existing road pattern, administration faces temporary resistance but in the long run it's beneficial for all. Adequate compensation, involving all stakeholders, and robust grievance redressal mechanism can help.

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?

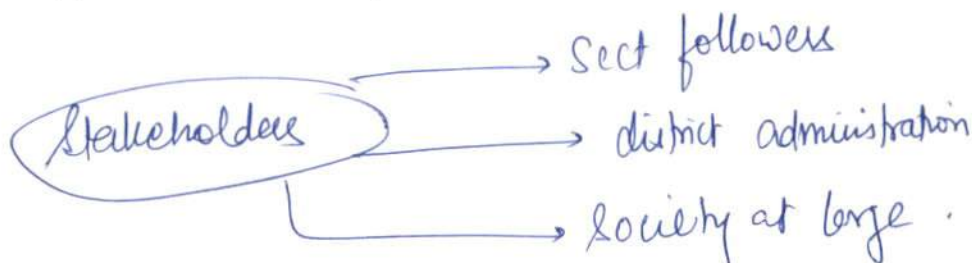
आप एक ऐसे जिले के एस.पी. हैं जहाँ एक विशिष्ट सम्प्रदाय के अनुयायी बड़ी संख्या में निवास करते हैं। जिले में एक बृहद् आश्रम भी है जहाँ उस सम्प्रदाय के अनुयायी नियमित रूप से एकत्रित होते हैं। अवैध गतिविधियों में संलिप्तता के कारण उस संप्रदाय का नेता न्यायिक निगरानी में है। अब न्यायालय ने तत्काल उसकी गिरफ्तारी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

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

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

(c) आपकी कार्य-योजना क्या होगी?

(A)



Fact to be considered — Arrest orders given already.

2) presence of ammunition, food etc in Ashram as per intelligence reports.

- 3) Request to followers to vacate site has failed & large ^{numbers} ~~mass~~ of followers have gathered.

② possible reasons for peoples' defiance

- ↳ i) Religious beliefs & superstitions: people might believe in their sect leaders blindly and are not able to accept that he can do wrong.

This can be due to poor development of people, illiteracy, poverty, religion bent as sects

usually thrive in poor areas where sects try to work for peoples' basic needs like food, shelter etc & win trust and support.

②

↳ ii)

Policy of sect leaders to gather crowd and obstruct arrest → often the influential sect leaders feed on the beliefs of gullible crowd and try to obstruct any law and order action by using followers as shield. People are Manipulated and

show defiance. Eg. Baba Ram Rahim ^{arrest} case.

- (a) Monetary or other interest: Maybe the people are told to obstruct police actions and are given money or other things in return.

Usually, mob gathering acts as a shield in such cases as police is pressurised not to take forceful actions & the criminal elements get away easily.

- (b) Issues involved in this case are:

- i) Law and Order implementation vs. Crowd protest.
- ii) duty of police and the pressure of crowd mobilisation. (Duty vs. Peace)
- iii) one needs to avoid any unwanted flare ups as the intelligence report has already told about presence of ammunition etc. So, safety of public at large is above all.
- iv) the leader needs to be arrested in volatile situation
So, safety of police personnel can also be one issue.

② which needs to be taken Care. Adequate provisioning is necessary for police too.

③ Plan of Action will have multiple steps:

① identify the possible entry points to city and stop any further crowd gathering. The coming protestors via railway, buses etc need to be identified & sent back. They cannot be allowed to enter city and create further ruckus.

② the already existing crowd who're protesting

① they can be again appealed to not come in between law implementation (persuasion)

② If they listen, it will be easy. If not they can be threatened that they may be arrested and punished.

② Defiant crowd → This will have women, children etc. So, they need to be further separated from crowd.

③ The intelligence report can be relied and efforts shall be made to get in Ashram & clear such ammunition. Not only in Ashram, any other tip offs of possible ammunition storage can be seriously taken and needs to be cleared immediately.

④ If the miscreant elements in crowd do not listen use dispersion force like water cannons, tear gas to disperse them & police should try to enter the Ashram.

⑤ excessive force shall be the last resort & police personnel need to be sensitised for it. Also, the police personnel must have adequate safeguards themselves to save from any injury etc as furious crowd can attack them.

⑥ If none of the above means work, then the last resort is

force. But entry in the Ashram shall be done quickly and the leaders shall be quickly arrested as delaying this can lead to more crowd and more confusion.

C Also, hospitals can be on high alert to tackle any emergency. Media shall be involved to give helpline numbers etc. Appeals can be made via Social Media, other leaders too to maintain peace. Ambulance can be mobilised.

C Such instances of using crowd shield is quite common as religious gurus enjoy people support. But 'law' is above all and if there is a court order to arrest a person, the order shall be honoured. Police can be sensitized to use minimum force, minimum casualties, women, children etc. ~~shall be~~ can be separated from such force excessiveness. But ammunition etc. can create violence and so must be ceased & if required police should use all means to stop it.

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 जात नहीं हुई थी और प्रेस को इस रिसाव की कोई जानकारी नहीं दी गयी थी। जब रमेश उल्लेख करता है कि राज्य के कानून के अनुसार उसे तेल रिसाव (स्पिल्स) की सभी घटनाओं को दर्ज कराना आवश्यक है तो सुरेश उसे याद दिलाता है कि उस घटना कोई हानि नहीं हुई थी और उसे पुनः स्मरण कराता है कि वह ऐसा परामर्शी इंजीनियर नहीं रख सकता जो गोपनीयता का सम्मान नहीं करता हो।

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

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

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

A)

Stakeholder

Company
environment

Society at large

Ramesh, Shresh in their individual capacity

4 Rules that exist for Environment in such case :Environment protection Act 1986Water Pollution Prevention Act

also,

the Corporate social Responsibility under Company's law 2013.+ Ethical issues involved :① Ramesh's duty as a loyal employeevs. Ramesh's duty as a loyal citizen

② Organizational norms or Corporate ethics

③ Idea of Stewardship and trusteeship to
take care of environment as Environmental Ethics
is for all.

④ Using Environment as Means to achieve ends of profit as water is being polluted Rampantly. Infact this is breaking law also as ~~it~~^{it was} mandatory to report such issues even if no harm is done at that time.

⑥ Options available to Ramesh

⇒ He can ignore the petrochemical leaks information and continue with his career.

Merits:

- 1) He shall enjoy good relation with Suresh, Can grow in his career and help his family as he's sole breadwinner.
- 2) He shall be taken as a loyal company employee as he respects confidentiality.
- 3) He can avoid any future conflict.

Demerits

- 1) By not speaking of any such illegal activity, he's himself becoming a party → Collusive Corruption.
- 2) His moral conscience and environmental ethics may prick him.
- 3) he may develop

some relation with Suresh,
Company & he may
ruin his career prospects
and jobs too.

4) He may be further
victimised.



He may resign from his job and search
another.

Merits → ① he'll not be at direct collusion
with the immoral practise of pollution.
So, he may not have conscience prick.

② he'll avoid any direct confrontation with
Suresh or Company. He can be in their good
books and take help or recommendation from
them in other job.

Demerits → ① Even if he has resigned,
somewhere he knows that he didn't
say the truth. This will be constantly
troubling him and his efficiency will be down in

other work. ② He just ran away from situation.
③ he did not have courage of conscience or fortitude.

③ he may talk to Suresh again, try to convince him how this is illegal and give a formal report of such practise to higher organizational authorities. The formal report to higher authority shall create a pressure on them and they can disclose the petrochemical release as per law. If they don't respond to formal request too, Ramesh can formally ^{inform} ~~inform~~ the same to concerned authorities like pollution board etc.

Merits → ① he has followed his ethical conscience, shown ~~eth~~ corporate as well as environmental ethics.
② he has stood up for what is right. He has used formal means of communication which is hard to ignore.

Demerits → ① he might lose his job.
② he might be victimised.
③ he might lose good relationship with other colleagues, have peer pressure etc.

© My course of action would have been the same as part (iii) → I would have tried to convince Suresh about the legal implications of the same. Also, I would have tried to persuade him to understand Corporate Ethics which involves Environmental Ethics too. If I were able to convince Suresh, I'd have taken his help to communicate the same to right authority in organisation. Else if Suresh has even not convinced, I'd have drafted a formal request and forwarded the details of 1960's petrochemical release to concerned hierarchy in organisation. If my formal request was requested, I'd have given a formal request to government authority, could have taken media, NGO, civil society help too.

Reasons → Courage of conscience needs to be adhered. Even if the release had no harm, it was illegal. Also, as per CSR too such things are not encouraged. Pollution is a menace and MNC etc. must bring forward to discourage it. Transparency, Accountability of any organisation is the backbone so, the organisation must comply with law of land and share such details.

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 बुलिंग (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।

①

Stakeholders

Women in
particularCEO and social media company,
employees, shareholders, users of
the platform.

public at large

Rules to be considered

Cyber bully under
IT Act 2008

Women Sexual harassment, Voyeurism etc.

Options available to me:

①

I can ignore the issue and try to focus on
business more : Merits → ① It will generate revenueand will be good for my employees, shareholders, users
and me. ② Such regulation can discourage newusers from joining and my user base will be affected
so, better to avoid. ③ Any changes in softwarewill mean more cost, so, I can easily avoid any
cost addition by ignoring.Demerits① women are being harassed &
they'll continue to be harassed if I
ignore.

② Such ignorance shall encourage miscreants.

③ It can lead to sexual crimes etc.

④ I shall be earning a bad name so not good for my
company's image as Corporate Social Responsibility not done.

- (11) I Can tighten the process of creating new accounts and deactivate or delete the misused ones :

Merit — (1) This will avoid cyberharassment from my platform and ensure women's safety on social media.

(2) It'll discourage miscreants. (3) Image of my Company shall be enhanced & I can have better "goodwill".

Demerits — (1) Necessary software changes shall lead to more cost — more loss of money.

(2) My user base might decline — so less revenue.

- (b) from different stakeholders :

from Women — Yes, there is need as the miscreants are using it as a tool of harassment like cyber bullying, cyber troll. Women's safety & privacy is at stake. Nude pictures are being posted which is detrimental to women's dignity. Hence restrictions needed.

from Company — Reasonable restriction should be the way as it is inline with social responsibility, that Company has towards wellbeing of society. Also, ignoring such things can lead to criticism from human rights. Life's are at stake so, Restriction needed.

Shareholders, employees etc. — Some shareholders might fear loss of revenue due to poor user base and etc against restriction. However, with a larger picture in mind, all would agree that cyberspace is being misused and is becoming a new problem of privacy invasion etc, so restrictions need to be there.

① Nation — A healthy nation resides with well being of all citizens. Such platforms offer opportunity to exploitation & create more crime. We often hear crimes due to online chats etc. Such regulation can help deter miscreants and should be there.

C Data Analytics, big data analysis
And other software tools can help
social media companies to map user
behaviours. Such, miscreants
should be deleted & women's
safety needs to be ensured.

Also, a tightened user creation
process can help like using Aadhar,
specific ip per account etc. So,
that better tracking is there.

Company doesn't run by profit only
but also by goodwill. So, women safety
and honouring her dignity should be the
prime agenda & necessary steps must be
taken. Civil society, women groups etc
can be involved for better results.

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 रहना पसंद करता है। जब आपने एक पेशेवर डॉक्टर की सलाह ली तो डॉक्टर ने आपके मित्र का नैदानिक परीक्षण कर उसे नैदानिक अवसाद (क्लिनिकल डिप्रेशन) से पीड़ित बताया। इस बात से अवगत होते हुए कि आपके मित्र को पेशेवर परामर्श एवं मनोचिकित्सीय देखभाल की आवश्यकता है, आप ग्रामीण क्षेत्र में रहने वाले उसके माता-पिता से मिलने गए। पेशेवर परामर्श का सुझाव देने पर उन्होंने न केवल आपकी बातों को सिरे से नकार दिया अपितु बार-बार यही दोहराते रहे कि उसे कुछ नहीं हुआ है। उन्होंने कठोरतापूर्वक उल्लेख किया कि आपके द्वारा इस मामले की चर्चा करने से लोगों को मनगढ़ंत बातें बनाने का अवसर ही मिलेगा। जब आप उनसे विनम्रतापूर्वक निवेदन करते हैं कि किसी के मानसिक स्वास्थ्य की

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

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

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

④

Stakeholders

My friend & I.

Friends family

Other aspiring civil

servants (as they'd know the
case in future)Society is
large &
the mindset.

Issues

1) My friend is suffering from
clinical depression.2) He is stressed & pressurised. His family
is informed but they lack awareness about
mental health issues and have a negative
attitude towards this.3) He can be called back and his life will be
in more pressure due to social pressure of
not clearing exams.4) Ignorant
Attitude vs. Reality of medical health
of parents condition.

① options available to me :

① I can ignore his condition and focus on my own studies.

* Merits → ① I'll have more devoted time and will be saved from unwanted controversy. I can dedicate my time to my studies.

② Once I become civil servant, I can help him.

* Demerits → ① This is an ignorant approach.
② It's an oversimplified way of solving ~~from~~^{from} a problem.

③ they friend might face further health deterioration if proper and timely medical care is not given. Loss of interest in life can lead him to suicide. Loss of life and a Moral Hazard for myself as well the society as it failed to meet a young life's expectation.

④ I can further convince his parents and try to rope in some civil services group members. I can get help from civil society and try and extend help to him.

⑦

Merits → ① He can be given timely care

② his life shall be saved and he can become a better society member.

③ his issue can help others too and he can set a good precedent for others too.

④ Demerits → ① he might be rebuked and made fun of.

② his family might leave him.

③ he might be further victimised.

⑥ As per the above evaluation, I would adopt the option ② i.e.

I shall talk to him, he convince his parents, hope in civil society etc for help, gather funds & help him to get adequate

✓ Medical Case at the right time :

* Reasons : Mental health is the most ignored area in our society.

'Depression' is a taboo and parents often don't acknowledge that their child can suffer from depression.

Talking to such people is the best remedy. In fact the WHO's theme of World

Mental Health day was Depression: Let's Talk.

My reasons are quite simple :

- I'm his friend and it's my duty to help him in all possible capacity.
- But parents can be his moral support. A positive family environment will help him recover fast.

- taking help of civil society, doctor, NGO etc who're working in such cases can ensure better provisioning of funds for the necessary care, may be his family is not able to give money.
- Quick and timely medical diagnosis timely medicines etc. can early help him come out of depression & lead a normal life. Civil Services can wait, life cannot. So, first priority is to save my friend & encourage him by persuasion, empathy, stories of other celebrities who fought depression eg. Deepika Padukone give him psychological & medical care boost his confidence.

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.

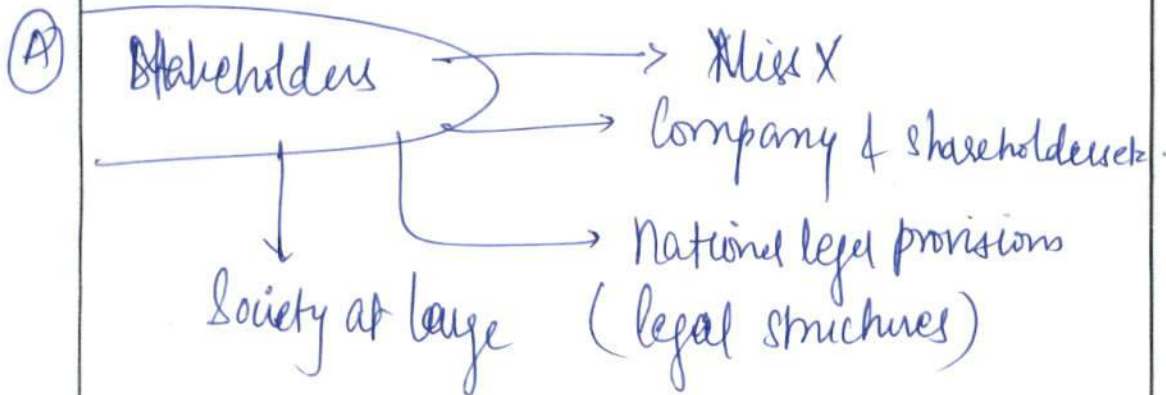
(b) You persuade her not to submit her resignation and transfer her to another department.

(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।



Rules & Issues

1) Recent MIV bill has made it compulsory for companies to ensure non discrimination on HIV grounds.

2) Company law & provisions of ^{non} discrimination.

Issues

(Workplace ethics) → No women harassment
→ ensure a positive work environment
→ No discrimination

- ① Merits : 1) Compensation package can help me negotiate. She might not complain and image of company is saved. 2) Company is not sued.
3) She has left so, now no such issues of discrimination.

Demerits → 1) ^{It is} over simplified way and against work life ethics & corporate ethics ethos.

- 2) It may lower her morale and her honour has been like been bargained for some package.
3) It'll not set Right precedent & such discrimination might continue.

- ② Merits → 1) She's not resigning so no livelihood loss to her. 2) She's in my company, so no suing of my company no legal measures against company. Hence, Company's

image is saved. Rights of shareholders
other employees saved as company's
image saved.

3 She's transferred to other department
where she can contribute and help in
growth.

Dementis → (1) It's like passing the
responsibility. Her department is being
shifted not because of her lack of
work but because of others who find
it easy to discriminate.

(2) she might be further victimised
in other department too as there are no
strict safeguard to enforce company
ethics.

(3) It'll discourage her.
It'll set wrong precedent for others. The

discriminators shall continue with such practices as No action against them.

- (C) Merits
- ① As strict action against discriminators ensured, so, a right precedent for others. It'll set right example & punish the guilty.
 - ② Her morale would be boosted.
 - ③ Company's image will not be tarnished and no legal sue procession. So, all other company associated people like shareholders, employees etc. saved.
 - ④ Better "Goodwill of Company".
 - ⑤ Right implementation of Corporate ethics & worklife ethics.
 - ⑥ Adherence to law of HIV Bill also which prohibits discrimination.

Demerits → ① the discriminators might resign and protest.

② the lady may be more victimised as these are individual behaviours & can't be subjectively monitored.

My Course of Actions :

First, I'll listen to her, understand her issue and thoroughly empathise with her.

Also, I will not accept her resignation, instead tell her to continue her job in existing department. I will assure her that she'll not be further victimised.

I'll take the names of such discriminators, make an enquiry committed to probe into the matter.

The Company Complaint Committee as per Vishakha guidelines, can also be used for

inquiry.

- All such discriminators shall be formally punished as per their degree of action e.g. via Written formal disciplinary action, ~~letter~~ Warning etc.

- For future also, I would ensure that Code of Ethics of Company like Equity at workplace, no discrimination etc is clearly transmitted to all via Signboards, emails etc.

- Various social programmes like drama during corporate festival etc can help in sensitisation.

- Miscreants need to be punished & honour of women & law of land shall be adhered to. (HIV bill in this case)