



# VISION IAS

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18 AUG 2019

## GENERAL STUDIES (TEST CODE : 1238)

Name of Candidate	NUPUR GOEL		
Medium Eng./Hindi	ENGLISH	Registration Number	6667
Center	ORN	Date	14th Aug 2019

INDEX TABLE			INSTRUCTIONS
Q. No.	Maximum Marks	Marks Obtained	<p>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)।</p> <p>2. There are <b>FOURTEEN</b> questions printed in <b>ENGLISH &amp; HINDI</b> इसमें चौदह प्रश्न हैं अंग्रेजी और हिन्दी में छपे हैं।</p> <p>3. <b>All questions are compulsory.</b> सभी प्रश्न अनिवार्य हैं।</p> <p>4. The number of marks carried by a question/part is indicated against it. प्रत्येक प्रश्न/भाग के अंक उसके सामने दिए गए हैं।</p> <p>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।</p> <p>6. Word limit in questions, if specified, should be adhered to. प्रश्नों में शब्द सीमा, जहाँ विनिर्दिष्ट है, का अनुसरण किया जाना चाहिए।</p> <p>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।</p>
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:			

16-B, 2<sup>nd</sup> Floor, Above National Trust Building, Bada Bazar Marg, Old Rajinder Nagar, Delhi-110060

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Delhi- 110009

## EVALUATION INDICATORS

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

Overall Macro Comments / feedback / suggestions on Answer Booklet:

1.

2.

3.

4.

5.

6.

**All the Best**

## SECTION - A

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

1. (a) Do you think there has been a convergence of values between public and private sectors in the wake of increasing role of the private sector in public service delivery? (10)

सार्वजनिक सेवाओं के वितरण में निजी क्षेत्र की बढ़ती भूमिका को देखते हुए, क्या आपको लगता है कि सार्वजनिक और निजी क्षेत्रों के मध्य मूल्यों का अभिसरण हुआ है?

In the 21st century,  
there is an increase in service delivery  
of education, health etc by private sector.  
Eg- TISS, BITS PILANI, PRATHAM etc.

The public sector is  
the one which is owned by public, has  
public functions & whose actions affect a  
large number of people. The main  
motive of public sector is res publica  
while private sector usually is owned by  
individuals, entities etc having  
aim of profit maximisation.

The values of public &  
private traditionally are :-

Public	Private
Uniformity	Differential Principle
Social Good	Profit-oriented
Accountable	No Accountability
Transparency	opaqueness



Monopoly  
Public Trustcompetition  
lack of public trust

- But today, there is blurring of differences in these values as:-
- i) Instead of resource concentration, we have moved to resource sharing.
  - ii) capitalism → compassionate capitalism (Murthy)
  - iii) Increase in competition and multiple institutions in same area.
  - iv) Inefficiency and corruption.
  - v) PPP model preferred model for service delivery today.

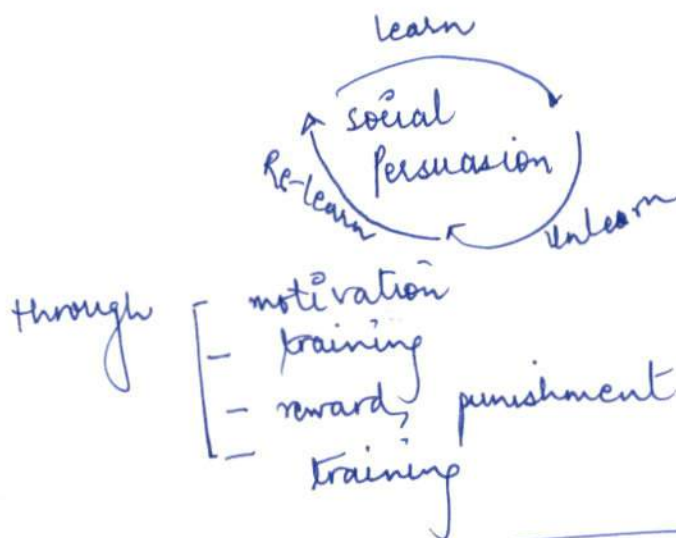
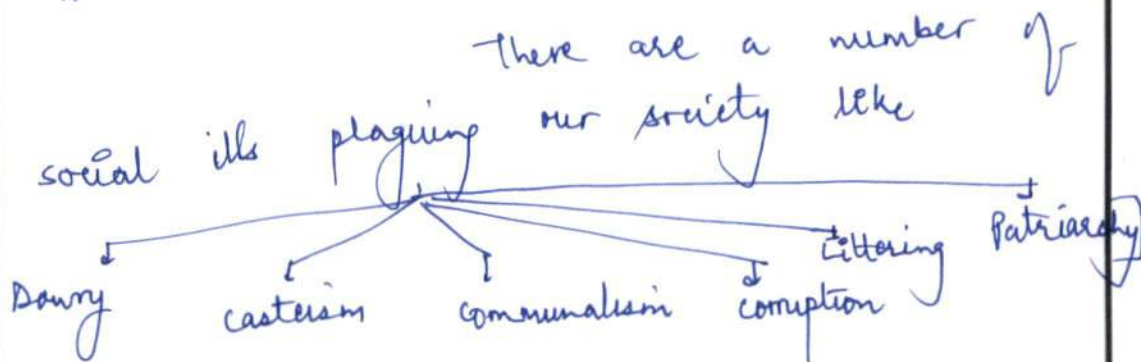
Although there is a convergence of such values but overall the accountability & ultimate responsibility for public delivery rests with public sector. In case of disaster, emergency, serving the marginalised section of society is the domain of public sector.



1. (b) Giving examples of some social ills plaguing the society, discuss how social persuasion can be an effective technique to overcome them. (10)

समाज को बाधित करने वाली कुछ सामाजिक बुराइयों का उदाहरण प्रस्तुत करते हुए चर्चा कीजिए कि किस प्रकार सामाजिक अनुनय उन्हें दूर करने का एक प्रभावी तकनीक हो सकता है।

social persuasion can be defined as a process to convince people to change their attitude / behaviour towards a given object / thing. It is generally done by effective communication & socialisation.



How persuasion overcome social ills ?

- Female foeticide - persuasion employed as a tool in Beti Bachao Beti Padhao

scheme to incentivise behavioural change.

Haryana  
child sex ratio

860 → 920  
(in 2014) (in 2019)

- Casteism, communalism - division of society can be treated by persuading people to come together, 'unity in diversity', tolerance virtues can be inculcated in society.
- Swachh Bharat Abhiyan - involving Gram Panchayat, effective IEC campaigns etc to promote usage of toilets.
- Deradicalisation - of youth affected by radicalisation, drug abuse etc by socialising with friends, family & psychological counselling etc.

social persuasion can be made more effective by knowledgeable & logical reasoning, role models, leaders etc.

It is an effective tool to not only bring changes in social ills but also, changing the behaviour of people.



2. The grievance redressal mechanism is the gauge to measure efficiency and effectiveness as it provides important feedback on the working of the administration. In this context, answer the following questions:

शिकायत निवारण तंत्र दक्षता और प्रभावशीलता के मापन का पैमाना है क्योंकि यह प्रशासन के कार्यकरण के संबंध में महत्वपूर्ण फीडबैक (प्रतिपुष्टि) प्रदान करता है। इस संदर्भ में, निम्नलिखित प्रश्नों के उत्तर दीजिए:

- (a) Identify the issues which have created barriers for a responsive redressal mechanism. (10)

उन समस्याओं की पहचान कीजिए, जिन्होंने एक प्रतिक्रियाशील निवारण तंत्र के सम्मुख बाधाएं उत्पन्न की हैं।

A good grievance redressal mechanism is the heart of good-governance according to Administrative reform commission-II.

It provides a way to put forward the complaints by citizens, to analyse & monitor these complaints, addressing & resolving them as well as bringing adequate institutional changes so that grievances can be minimised in future. It is

Main issues that have created barriers for a responsive mechanism:-

i) Lack of proper grievance redressal mechanism in a number of cases. even if it is there, the awareness is generally low in public.

ii) Lack of appropriate bureaucratic attitude which seeks to decrease the quantity of



complaints made rather than resolving them (NCRB Data, 2019)

- iii) lack of adequate resources - be it financial, material or human. state is already overburdened & understaffed.
- iv) lack of any follow-up mechanism - for institutional changes or changes in personnel to better deal with grievances.
- v) work-culture - chalta-hai attitude, complacency, rigidity, non-accountability, corruption.
- vi) lack of community participation or involvement of civil society, NGOs, to uphold accountability of govt.

All these issues lead to a non-responsive redressal mechanism which is marked by

- long delays
- Harassment of citizens
- overburdening of judiciary
- erosion of public trust

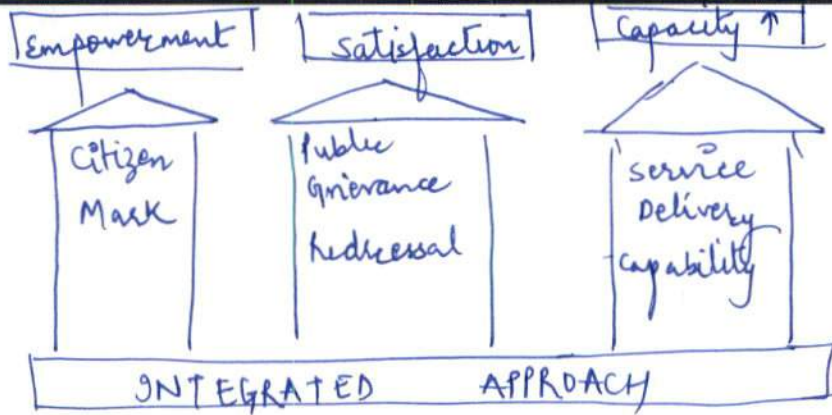
Thus, we must take steps to address this problem.

2. (b) What steps should be taken by the government for increasing the effectiveness of grievance redressal mechanism? (10)

शिकायत निवारण तंत्र की प्रभावशीलता में वृद्धि हेतु सरकार द्वारा क्या कदम उठाए जाने चाहिए?

Following steps must be taken by government for increasing effectiveness of grievance redressal mechanism :-

- i) simplification of rules, laws, regulations:-  
Over 1200 laws were abolished by Modi govt as redundant & archaic.
- ii) Citizen charter - to be made available in every govt department <sup>made</sup> through multi-stake approach & outlining grievance redressal mechanism.
- iii) Identification of problem areas i.e. institutions wherein maximum complaints have come, the reasons for same & addressing them.
- iv) Make the head of department directly responsible for effective grievance redressal.
- v) Following scottam Model of public service delivery for citizen-centric governance.



ii) Involvement of citizens, civil society etc in making of grievance redressal mechanism & making them more aware about it.

iii) Proper follow-up mechanisms to ensure adequate institutional & personnel changes so that recurrence of grievances can be minimised.

iii) containing corruption, black money, nexus etc (ARCI, NN Rohra commission).

It is only by an effective grievance redressal mechanism can we achieve New India by 2022.



3. Given below are two statements. Bring out what you understand by them and discuss their relevance in the present context.

नीचे दो कथन दिए गए हैं। स्पष्ट कीजिए कि आप उनसे क्या समझते हैं और वर्तमान संदर्भ में उनकी प्रासंगिकता की विवेचना कीजिए।

(a) "I learned that courage was not the absence of fear, but the triumph over it. The brave man is not he who does not feel afraid, but he who conquers that fear" - Nelson Mandela (10)

"मैंने जाना कि साहस भय की अनुपस्थिति नहीं, बल्कि उस पर विजय है। साहसी व्यक्ति वह नहीं है जिसे भय की अनुभूति नहीं होती, अपितु साहसी वह है जो भय पर विजय पाता है" - नेल्सन मंडेला

Courage can be defined as an ethical virtue which gives conviction to the individual to undertake a given task.

Aristotle defines courage as right mix of fear and confidence. courage makes an individual brave to overcome all his fears and inhibitions.

A courageous person isn't the one who is never fearful. Fear is common to all & hinders the success. It is courage that gives him strength to overcome the fear. eg - Gandhiji was also apprehensive of the result of Indian Freedom struggle but he used that fear to in right direction.

courage helps in - emotional intelligence  
- adverse situations  
- making best use of given situation.

### Relevance of courage :-

- It is needed to fight social ills prevalent in society. eg - Narendra Dhabolkar against communalism.
- To increase social good :- eg - Malala needed courage in having bullet on her head while upholding right to education for all.
- Against corruption nexus :- as suggested by NN Vohra commission.
- To uphold environmental sustainability instead of mad race for development. eg - Greta Thunberg showed courage while addressing UN General Assembly last year.

courage is this an ethical quality of high importance & relevance in today's world.

3. (b) "Not everybody can be famous, but everybody can be great because greatness is determined by service" - Martin Luther King. (10)

"हर कोई प्रसिद्ध नहीं हो सकता है, लेकिन हर कोई महान हो सकता है क्योंकि महानता सेवा द्वारा निर्धारित होती है" - मार्टिन लूथर किंग

The given statement highlights the importance of being great by service to other people relegating the need of being famous.

In 21st century, everyone wants to be famous and does a number of things. eg - by charity, winning competition, films, sports etc. There is a mad rush for glamour and materialism in our society today.

However, the real happiness lies in not being famous but being great. When a person offers his service to other people, he attains satisfaction by his actions. This gives him ultimate happiness.

Vivekananda also said that real service is that of individuals & not of God by service to mankind, a person learns - how to love & being loved.



- Feeling of empathy
- Team-orientation
- Putting others over oneself
- Integrity, selflessness.

The person services others not because of any motive to be famous but he to ~~be~~ becomes great in the whole process

We have several examples of people giving service to other people without expecting anything in return: like - Mother Teresa, V. Kurián giving Amul Model, Kailash Satyarthi - ~~children~~ <sup>Bachpan</sup> Bachao Andolan

Relevance :-

Selflessness, service to people & compassion is what human <sup>work</sup> humanly in nature. A civil servant must also ~~strike~~ <sup>work</sup> for service orientation & res publica. Govt wins the trust of people only by giving service to downtrodden people. It is by empowering them through selfless services we empower the whole nation.

4. (a) Explain why superstitious beliefs and practices abound in India. In this context, discuss the importance of inculcating scientific temper to remove superstitions. (10)

समझाईए कि भारत में अंधविश्वासी मान्यताएं और प्रथाएं बहुतायत में क्यों हैं। इस संदर्भ में, अंधविश्वास को दूर करने हेतु वैज्ञानिक मनोवृत्ति अंतर्निविष्ट करने के महत्व की विवेचना कीजिए।

India on one hand has reached Mars but on other, is still rife with magic, black magic and religious superstitions.

There are many superstitions beliefs & practises abound in India :-

- Religion:- propagates superstitious practises.  
eg - offering milk to idols when malnutrition is prevalent in nation.
- social:- people instead of relying on logical conclusions tend to divert to witchcraft, magic to evade their sufferings.
- socialisation- India was considered a land of snakes & superstitions by foreigners.
- Lack of education:- poor literacy and lack of scientific temper is responsible.
- Lack of exposure:- to modern state of art technology to Indians also lead to these superstitions.
- Religious, spiritual leaders also use them



to increase their clout.

Herein, inculcating scientific temper so as to remove superstitions is necessary. It can be done through

- schooling and quality education
- Role of religious leaders as well as political leaders
- spreading awareness amongst people
- increasing interaction between scientists & masses.

It is of paramount importance as:-

- i) To remove backwardness from society
- ii) superstitions generally against women marginalised people :- A sadit women paraded naked in front of panchayat in Mumbai recently because of superstition
- iii) To increase scientific temper so as to lead to better innovations & efficiency.
- iv) To increase inquisitiveness of humans (Plato)

We need to have a superstition free India so as to become a scientific India in near future.



4. (b) Simply labelling people as liberal or conservative is to miss the point that an individual can have divergent views on different issues. Explain with examples. (10)

लोगों पर सरलता से उदार या रूढ़िवादी होने का लेबल लगाना इस बात की अनदेखी करना है कि किसी व्यक्ति के भिन्न-भिन्न मुद्दों पर अलग-अलग विचार हो सकते हैं। सोदाहरण व्याख्या कीजिए।

A liberal person can be defined as one favouring equality, liberty, freedom for all while conservative person is associated with past practises, rigidity to change, status-quoism etc.

In our society, we have a habit of classifying into liberal or conservative. e.g. - BJP considered a right conservative political party & INC a liberal party.

But in this changing era, an individual can be both. He can have modern thoughts about a given thing while still sticking to some other things of past. e.g. - Kerala society is considered very modern in terms of health & education but it protested against entry of women in Sabarimala Temple.

Our Indian constitution also provides equal rights to all sections of society (Liberal) but at the same time, it also gives importance to Indian culture & values as propagated during Indian freedom struggle.

The modern-day families give equal education to girls but they might be conservative about the timing of girls' entry at homes (esp in case of girls).

This is because individuals' views are made by a issue involved

- i) circumstances of that time
- ii) education & socialisation of individual
- iii) views of others.

Also as the time changes, we may change our views. Eg - Triple Talag was constitutional once but now it is a criminal offence.

This shows that individual & his views are subjected to change according to changing needs & priorities.



- 5 (a) Anti-corruption measures need focus on both demand as well as supply side of corruption. Discuss in the light of prevalence of 'collusive corruption' in India. (10)

भ्रष्टाचार विरोधी उपायों को भ्रष्टाचार के मांग और आपूर्ति दोनों पक्षों पर ध्यान केंद्रित करने की आवश्यकता है। भारत में 'सौंठ-गाँठ युक्त भ्रष्टाचार' की व्यापकता के आलोक में चर्चा कीजिए।

collusive corruption can be defined as corruption in which both parties agree to indulge in corrupt practises (both giving & taking bribe) with their free will. This might be a win-win situation for them but it hampers the society in long term.

We have several examples of nexus corruption, crony capitalism etc. as ARII says that corruption has become a low-risk high premium activity in India. Kaushik Basu also talked about sanitisation of corruption.

To uproot the menace of corruption from India, we need to focus on both supply & demand of corruption. It must be difficult for citizen to pay bribe (supply side) as well as high risk & punishment for officers accepting bribe (demand side).



Demand side corruption'll needactions like :-

- Code of Conduct & Code of Ethics
- Better work culture where honesty is promoted & dishonesty punished
- Reducing discretion by introduction of ICT
- Strengthening of CVC, CIC, Lokpal, local vigilance units etc.
- More Transparency & accountability

supply side corruption'llneed actions like :-

- Making collusive corruption i.e. bribe giving also a punishable offence (PCA, 1989)
- Spreading awareness amongst people
- Involvement of Ngo, civil society etc.
- Inculcating values like public service, national interest, selflessness right from childhood.

Thus, fight against corruption is a multifaceted one & needs all-stakeholders like citizens, officials as well as institutions to make India CORRUPTION-FREE.

5. (b) Identify the various traits of a healthy work culture for a bureaucracy in a modern society. Also, suggest ways in which a healthy work culture can be created in India to meet the objectives of good-governance. (10)

एक आधुनिक समाज में नौकरशाही हेतु स्वस्थ कार्य संस्कृति के विभिन्न लक्षणों की पहचान कीजिए। साथ ही, उन उपायों के भी सुझाव दीजिए जिनके माध्यम से सुशासन के उद्देश्यों को पूरा करने हेतु भारत में एक स्वस्थ कार्य संस्कृति का सृजन किया जा सकता है।

Work culture can be defined as certain beliefs, values, perceptions, orientation etc towards work within a 'work environment' in an organisation.

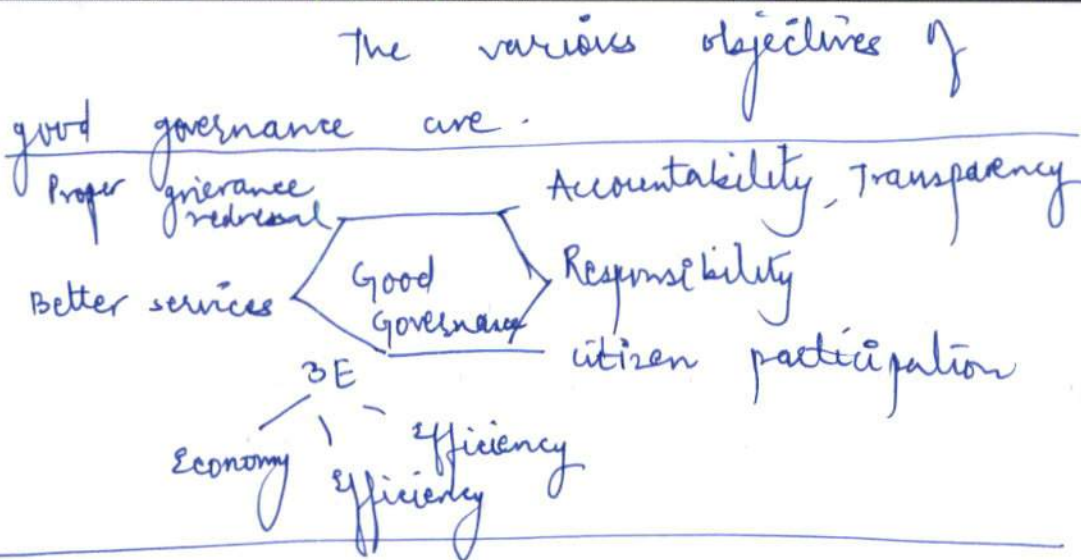
Traits of a healthy work culture for a bureaucracy in a modern society are :-

- integrity, neutrality & non-partisanship.
- simple yet effective rules
- clear-cut hierarchy
- code of conduct & code of ethics
- simple, efficient fast communication system
- state-of-art technology
- visionary leadership
- inclusiveness & citizen participation.

However, work culture in India is associated with - corruption

- Delays
- inefficiency
- status quoism
- risk-aversion.





To achieve this, we need to have a healthy work culture which can be created by:-

- i) Performance orientation through PLIs, KPIs etc
- ii) Accountability to output as well as outcome.
- iii) Code of Ethics to be there
- iv) Promotions, recruitment on the basis of soft skills - ethics, emotional intelligence
- v) KPIs, citizen charter, social audit to be strengthened
- vi) Critical will to modernise bureaucracy.

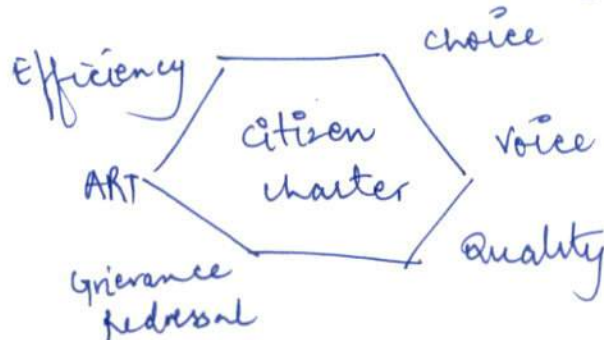
It is only by a healthy work culture can we achieve good governance in India.



6. Citizen's charters can be both a stimulus and a means for government to raise the standards of public service delivery. Discuss. (10)

नागरिक चार्टर सार्वजनिक सेवा वितरण के मानक को उन्नत करने हेतु सरकार के लिए एक प्रोत्साहक और एक साधन दोनों हो सकता है। चर्चा कीजिए।

Citizen charter can be defined as the document stating mission & vision of organisation, the services provided, clients, standards of services and grievance redressal mechanism if any.



It can be stimulus for better public service delivery as:-

- i) clearly states about the services, standards & timelines of providing the services.
- ii) citizens get a motivation to demand accountability through citizen charter.
- iii) Responsiveness of organisations goes up.
- iv) As it is made in a citizen oriented way & through citizen participation it encourages officials to give services.

as stated .

it empowers citizens through better information  
& also by giving proper grievance  
redressal mechanism .

Citizen charter As Means :-

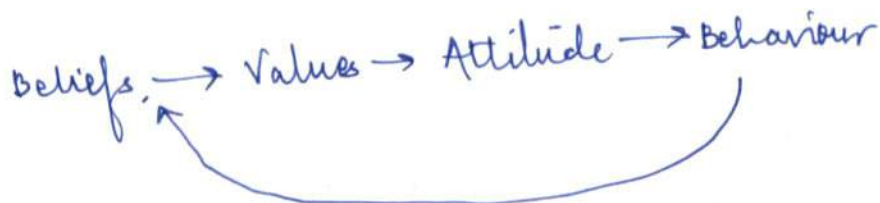
- Transparency to citizens go up .
- Accountability for better service delivery
- Value for Money
- More innovation & effectiveness .

Citizen charter has also  
paved way to Right to Timely delivery of  
Goods & services Act in some states  
which is next step towards ensuring  
good governance in India .

7. Attitude and behaviour are so closely interwoven that a change in one inevitably influences the other. Explain the statement with examples. (10)

अभिवृत्ति और व्यवहार इतनी घनिष्ठता से गुथे हुए हैं कि एक में परिवर्तन अनिवार्य रूप से दूसरे को प्रभावित करता है। उदाहरणों के साथ इस कथन की व्याख्या कीजिए।

Attitude is defined as the feeling, belief or opinion of an individual towards a thing or issue or person. Behaviour is defined as action or reaction in a given set of conditions.



Attitude consists of affective, behavioural & cognitive components. It decides the predisposition of human towards a given stimuli.

Relation between Attitude & Behaviour :-

Attitude change leading to behaviour :-  
change in people's attitude through IEC campaigns under Swachh Bharat Abhiyan led to them using toilets. The usage of toilets have led to upto 52% in India.



Behaviour leading to change in attitude :-

A person averse to drinking might start liking it due to social drinking habit.

Having female boss in office & interaction with her might lead to gender sensitisation of employees.

However, attitude & behaviour might not be linked to each other at many instances :- An person officer against LGBTQIA community issue their marriage certificates but still holds his view about its wrongness.

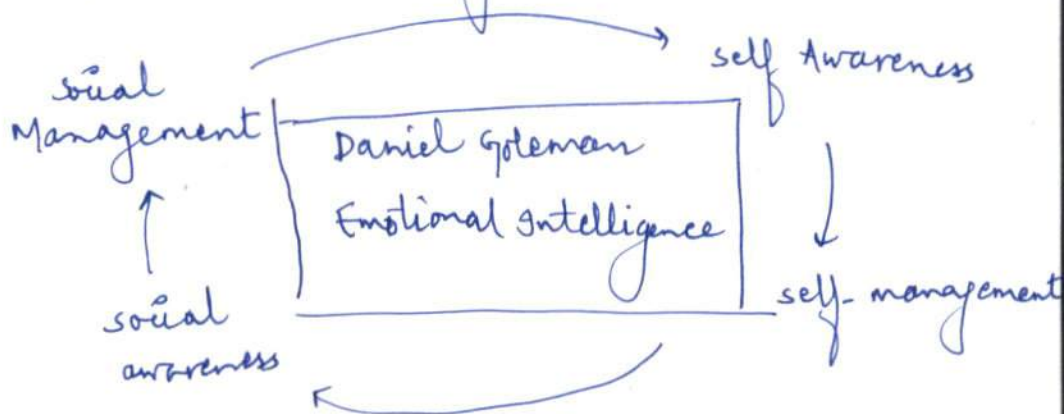
A person who is economically sound & from influential family might avail of reservation inspite thinking that he doesn't deserve it.

Thus, relationship between attitude & behaviour is very complex. We need to change both of these so as to have New India.

8. Emotional intelligence is an important parameter as one aspires to move up the ladder in a competitive environment. Discuss. (10)

किसी प्रतिस्पर्धी परिवेश में आगे बढ़ने की आकांक्षा रखने वाले एक व्यक्ति के लिए भावात्मक प्रज्ञा एक महत्वपूर्ण मापदंड होती है। चर्चा कीजिए।

Emotional intelligence can be defined as understanding, analysing, reporting, managing one's own emotions as well as that of others towards organisational success.



It is an important parameter for moving up the ladder in competitive environment:-

- i) Better able to deal with stress, emotional outburst, strain & hardships.
- ii) leadership skills that pushes not only oneself but also others in the process.
- iii) Better conflict resolution through effective

communication, openness

- i) Good superior-subordinate relations -  
Empathy, selflessness, motivational, mentor
- ii) Decisive, Reliability, vitality & endurance
- iii) Better able to express feelings -  
Gratitude, appreciation of others.
- iv) Promotes integrity

emotional intelligence

helps in better dealing with  
people from diverse cultural religious  
backgrounds.

This is why, today  
80% people who are successful arent  
having high intelligence quotient but  
they have high emotional intelligence.

we must promote EQ  
not along with IQ in our organisations



## SECTION – B

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

9. Rapid growth of information and communication technology, with all its benefits, has associated risks and far-reaching consequences.

The government has constituted a committee to frame guidelines for an inclusive and safe cyberspace in India. The committee has solicited public opinion in this regard. As a concerned citizen, you have to give your suggestions on the following themes:

- (a) Why do you think some people or a set of people are more vulnerable to cyber threats with special emphasis on cyber-bullying.  
(b) Do you think the experiences and exposure in cyberspace are an important influence in a person's attitude and behaviour?  
(c) What reasonable restrictions can be applied to make cyberspace more safe and friendly to all citizens? (20)

सूचना और संचार प्रौद्योगिकी के द्रुत विकास के लाभों के साथ-साथ, इससे संबद्ध जोखिम और दूरगामी परिणाम भी हैं। सरकार ने भारत में समावेशी और सुरक्षित साइबर स्पेस के लिए दिशा-निर्देश तैयार करने हेतु एक समिति का गठन किया है। समिति ने इस संबंध में जनता की राय मांगी है। एक प्रबुद्ध नागरिक के रूप में, आपको निम्नलिखित विषयों पर अपना सुझाव देना है:

- (a) आपको ऐसा क्यों लगता है कि कुछ लोग या लोगों का एक समूह साइबर खतरों, विशेष कर साइबर बुलीइंग (धमकियों) के प्रति अधिक सुभेद्य हैं।  
(b) क्या आप मानते हैं कि साइबर स्पेस के मामले में अनुभव और खुलापन (एक्सपोज़र) किसी व्यक्ति की अभिवृत्ति और व्यवहार पर महत्वपूर्ण प्रभाव डालते हैं?  
(c) साइबर स्पेस को सभी नागरिकों के लिए अधिक सुरक्षित और अनुकूल बनाने के लिए कौन-से युक्तियुक्त प्रतिबंध आरोपित किए जा सकते हैं?

Information and communication  
Technology has led to a new revolution  
in the way communication is done and  
has blurred time, space & distance.

Various benefits of ICT are  
• faster, all inclusive communication  
• faster dissemination of knowledge, information

- faster delivery of govt goods and services
- increase in transparency & accountability
- e-health, e-education, e-office, NSAC etc.

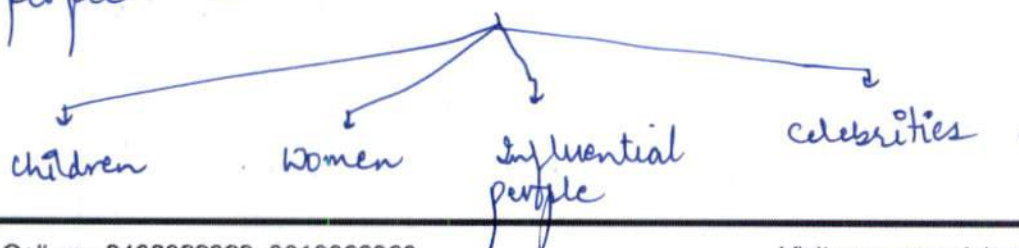
But at the same time, there are a number of risks and negative consequences :-

- Cyber threats including phishing, hacking
- Cyber-bullying
- Increase in rural-urban divide
- Anonymity
- Used by govt, terrorists to radicalise youth
- Pornography of children, women etc.
- Right to privacy (B N Srikrishna committee)

(a)

Cyber-bullying can be defined as the harassment (mental or physical) of individuals by the use of ICT i.e. mobile, internet etc. It can be in form of message, image, e-mail etc.

There are some groups of people more vulnerable to it :-





Reasons of their cyber-vulnerability are :-

- WOMEN - patriarchal society Mindset
  - More vulnerable to porn
  - Anonymity of social media aids in sending of explicit sexual conduct
  - emerged as a platform for sexual harassment & exploitation.
- CHILDREN & YOUTH - In formation years (mind still developing)
  - Lack of parental control in many cases
  - May think any information to be true without ensuring credibility
  - Online games, advertisements especially tailored to lure them. Eg- Blue shark game, PUBG
- INFLUENTIAL PEOPLE - May include famous businesspersons, politicians etc.
  - Bullied for decisions taken in company or for nation.
  - ICT becomes a tool for grievance ventilation
  - Also political vendetta
- CELEBRITIES - Especially female heroines, actors
  - More prone to trolling



- Anonymous obscene comments on their pictures. eg - Recently Tapsee Panu filed an FIR for cyber bullying.

(b) Experiences and influences are an important influence in attitude & behaviour :-

- i) Major source of information for majority of people. They usually see news, read news online eg - Inshort news application.
- ii) Not only give information but also form opinion through group think. People tend to align their own thoughts with majority. eg - 2019 General Elections.
- iii) Multiplicity of same information appearing on screen tends to leave an impression on human mind. eg - Syrian migrant issue got a boost after picture of a man drowning with his child appeared online.
- iv) Cyber threats and bullying also tend to change our behaviour.
- v) change in socialisation pattern as people today more dependent on virtual friends and virtual life.
- vi) focus on symbolism in post-truth era.

(c) Thus, it is necessary to have reasonable restrictions online :-

- i) Providing parental control features on social media for children use.
- ii) Ensuring accountability for posting hate message leading to harmful, violent protest. Eg- whatsapp, twitter launched a feature of notifying message as forwarded.
- iii) Have a firewall mechanism or filter wherein posts related to violence are notified at government level.
- iv) Spreading awareness about ICT, uses as well as how it can be misused so as to contain its misuses.
- v) Right to privacy - wherein a person can deny against collection of his/her information online.
- vi) Online safe, secure online grievance redressal mechanism for phishing, bullying, trolling etc - eg having a helpline number.

ICT is a double-edged sword. It depends on how we use it & for res publica & curb its misuse for development of our society.



10. You are serving as the Public Health Officer in a district that is lagging behind in achieving the Open Defecation Free (ODF) status. Even after ensuring adequate access to water and sanitation services, their usage has not spread and the practice of open defecation continues in the district. Despite serious extension efforts by the government, safe hygienic practices have not been adopted by the people. As a result, various instances of bacteriological contamination and water-borne diseases have surfaced up recently. In such a scenario:

(a) Examine the reasons behind low usage and adoption rates of built toilets in India? /

(b) Highlighting the principles to be kept in mind while preparing an effective Information, Education and Communication (IEC) strategy, design an action plan to address the problem. (20)

आप एक ऐसे जिले में जन स्वास्थ्य अधिकारी के रूप में कार्यरत हैं जो खुले में शौच मुक्त (ODF) का दर्जा प्राप्त करने में पिछड़ रहा है। जल एवं सैनिटेशन (स्वच्छता) सेवाओं तक पर्याप्त पहुंच सुनिश्चित करने के बाद भी, उनके उपयोग में वृद्धि नहीं हुई है और जिले में खुले में शौच की प्रथा जारी है। सरकार द्वारा इनके विस्तार के संबंध में किए गए गंभार प्रयासों के बावजूद, लोगों द्वारा सुरक्षित स्वच्छता प्रथाओं को नहीं अपनाया गया है। फलस्वरूप, हाल ही में जीवाणुजनित संदूषण और जल जनित बीमारियों के विभिन्न उदाहरण सामने आए हैं। ऐसे परिदृश्य में:

(a) भारत में निर्मित शौचालयों के उपयोग और अंगीकरण की निम्न दर के पीछे उत्तरदायी कारणों का परीक्षण कीजिए?

(b) प्रभावी सूचना, शिक्षा एवं संचार (IEC) रणनीति तैयार करते समय ध्यान में रखे जाने वाले सिद्धांतों पर प्रकाश डालते हुए, इस समस्या का समाधान करने हेतु एक कार्य योजना तैयार कीजिए।

Despite taking ~~ade~~ serious extension efforts & adequate access to water & sanitation, the district isn't available to achieve ODF status and recently, various instances of bacterial contamination & diseases have also come up. It is a case of ethics in healthcare.



As a public health officer, my duty is to ensure healthy ~~sanitation~~ <sup>sanitation</sup> services to be taken up by people. Also, the village district is to be made open defecation free.

(a) Reasons behind low usage and adoption rates of built toilets:-

- i) Behavioural change - hasn't taken place. even if the people are more aware for using toilets & benefits associated, but it is difficult to change behaviour. [Economic & Political weekly survey pointed towards only 50% being actually used].
- ii) Social Dimension - usage of toilets is associated with impurity. People are more accustomed to going out for defecation since childhood [classical conditioning]
- iii) Infrastructure - in many cases, the toilets made by govt are single-pit & there are issues with its cleaning & water inadequacy in many areas lead to more problem.
- iv) Economy - The toilets being built are on sharing pattern (80:20 or 50:50). In

many cases, people may not have money to pay for this.

vi) Lack of community participation - also leading to poor adoption & usage of toilets.

vii) Language - It might be the case that the way in which information is given is less effective due to use of non-native lang, formal jargons etc.

(b)

As a Public Health Officer, the following principles need to be kept in mind :-

- > community participation
- > low cost of building and maintenance
- > inclusion of community leaders or famous celebrities
- > Proper monitoring
- > Incentivisation for usage of toilets and penalisation / no for non-usage
- > targeted interpersonal communication.
- > sustainable, repeated information campaign to ensure compliance in long-term.



The action plan designed to address this problem will consist of :-

- Information dissemination through nukkad natak, street shows, dramas that too repeatedly & regularly.
- Inclusion of schools and treating school children as cleanliness ambassadors (Himachal Pradesh)
- Community - inclusion and involvement of gram sabha, panchayat, saruti leaders of villages to make people aware and make them learn by setting examples. eg- panchayat head touching feet of those who built toilets in Bihar.
- Incentivisation - certificates, public applause, cash-reward for people using toilets.
- Naming & shaming those who don't have toilets
- Effective monitoring mechanism or don't use toilets
- Associating usage of toilets with higher respect in social circles.
- Video conferencing with District head, MLA or MLC (if possible) to motivate them.
- Design of toilet to be modified to twin-jit



if that's a problem (WHO).

At the same time, it's also a duty of public health offices to make necessary arrangements for hospitals, primary health centres etc to deal with bacterial contamination and water borne diseases.

The people are to be made aware of better usage of toilets, water & sanitation practices (WASH) so that such diseases don't occur in future.

It is only by the involvement of public that Swachh Bharat Abhiyaan can become a reality in India.

11. You are the District Magistrate of a district that is known for making combustible substances such as match boxes and fire crackers. As per the The Child Labour (Prohibition and Regulation) Amendment Act, 2016, employment of children in such hazardous activities is prohibited. In this regard, government has also released a notification that owners of these manufacturing units need to report on the profiles of their employees annually as child labour has been prevalent in these industries. These manufacturing units, abiding by the directives of the government, publish such reports annually and claim to have successfully put an end to employment of child labour. However, it has been brought to your notice that these companies are taking advantage of loopholes in the law. They have been outsourcing their hiring to independent contractors who engage families in the business. The families have been continuing to use child labour to supplement their income and also keep the cost of labour competitive so as to bag more such contracts and since they are not officially on the payroll of the companies, they are absolved of the legal liabilities.

(a) Identify the ethical issues in this case.

(b) How would you approach the problem and what would be the main elements of your action? (20)

आप एक ऐसे जिले के जिला मजिस्ट्रेट हैं जो माचिस और पटाखे जैसी दहनशील वस्तुएं बनाने के लिए प्रसिद्ध है। बाल श्रम (निषेध एवं विनियमन) संशोधन अधिनियम, 2016 के अनुसार ऐसी खतरनाक गतिविधियों में बच्चों का नियोजन निषिद्ध है। इस संबंध में, सरकार ने एक अधिसूचना भी जारी की है कि इन विनिर्माण इकाइयों के स्वामियों को वार्षिक रूप से अपने कर्मचारियों के प्रोफाइल पर एक प्रतिवेदन (रिपोर्ट) प्रस्तुत करनी होगी क्योंकि इन उद्योगों में बाल श्रम प्रचलित रहा है। सरकार के निर्देशों का पालन करते हुए, ये विनिर्माण इकाइयां वार्षिक रूप से ऐसा प्रतिवेदन प्रकाशित करती हैं और बाल श्रम का नियोजन सफलतापूर्वक समाप्त करने का दावा करती हैं। हालांकि, आपके संज्ञान में यह लाया गया है कि ये कंपनियां इस कानून की कमियों का लाभ उठा रही हैं। वे स्वतंत्र ठेकेदारों से अपनी भर्तियां आउटसोर्स कर रही हैं जो व्यवसाय में परिवारों को संलग्न करते हैं। ये परिवार अपनी आय के अनुपूरक के तौर पर बाल श्रम का उपयोग करना जारी रखे हुए हैं और साथ ही श्रम को लागत प्रतिस्पर्धी भी बनाए रखते हैं ताकि वे ऐसे और अधिक अनुबंध प्राप्त कर पाएं। चूंकि वे आधिकारिक रूप से कंपनियों के भुगतान रजिस्टर पर दर्ज नहीं हैं, इसलिए वे कानूनी दायित्वों से भी मुक्त हैं।

(a) इस प्रकरण में निहित नैतिक मुद्दों की पहचान कीजिए।

(b) आप यह समस्या कैसे सुलझाएंगे और आपकी कार्यवाही के प्रमुख तत्व क्या होंगे?

→ stakeholders are :-  
children  
District Magistrate  
contractors, families > society < Manufacturers



fact	Value	subject Matter
child labour Amendment Act, 2016 Right to education	<ul style="list-style-type: none"> <li>• Compassion</li> <li>• childhood</li> <li>• Integrity</li> <li>• laws, Rules</li> <li>• social Justice</li> <li>• Development</li> </ul>	Taking advantage of legal loopholes to employ children in prohibited activities

- a) Various ethical issues involved here are:-
- i) Right to livelihood vs right to childhood  
of children - the children are deprived  
of their education, sports etc to  
contribute to family business.
  - ii) Evading responsibility by legal loopholes -  
contracting out, outsourcing of responsibility  
as well as accountability.
  - iii) fudging of annual reports to show nil  
child labour.
  - iv) Treating children as means for propagating  
their own interests (deontology)

b) As the district magistrate of area,  
my actions will be guided by-



- > constitutional norms - Fundamental Rights  
(Article 24 that bans child labour)
- > legal laws, rules, regulations
- > Rule of Law
- > compassion, integrity, social Justice.

- The approach of the  
problem will be to :-
- i) eradicate child labour in law as well as spirit.
  - ii) Having clarity in laws & ensuring there are no legal loopholes present.
  - iii) Penalising the ones taking advantage of legal loopholes.
  - iv) Ensuring no child labour in future by effective monitoring.
  - v) Awareness & IEC campaigns to spread awareness & sensitisation of people.

The main elements of  
action would be :-

- i) Knowing and understanding as well as verification of report stating child labour

and the extent to which it is practised in the district.

- ii) Have a legal team of legal experts to scrutinise the given laws and find the loopholes. They must also give recommendation for their amendments. Implement them accordingly.
- iii) Fundamental root of problem is combustible substance manufacturing being centre of economic activity. Ensuring alternative means of livelihood.
- iv) skill development of families involved through skill India Mission etc, or by involving manufacturers to train them as a part of csr.
- v) Incentivise school attendance of children by mid-day meal scheme, certificate of appreciation, sensitisation of parents.
- vi) community participation - for effective monitoring, socialisation practises, vigilance, awareness generation etc.
- vii) Effective regulation of manufacturers, outsourcing companies - giving them a

warning first not to deploy child  
labour & penalisation if not complied.

It is only by an  
educated & healthy children can we be  
sure of our human capital tomorrow.  
For this we need a multi-stakeholder,  
community-based approach to uproot the  
evil of child-labour from our country.  
Only a child-labour free India is capable  
of becoming New India in future.



12. You are working as a Block Development Officer (BDO) in a state and the Lok Sabha elections are around the corner. Two months prior to the elections, a mega rally of a leader from the political party ruling the state is being organized in the neighboring district. All BDOs have received an oral order from the Chief Development Officer directing them to make sure that five buses full of people from their block be sent to the rally. The only direction is to ensure maximum participation and make suitable arrangements in pursuit of the same.

Given the situation, answer the following:

(a) As a civil servant, what values should guide your response in such a situation?

(b) Identify the various options that are available to you?

(c) What course of action would you choose and why? (20)

आप एक राज्य में प्रखंड विकास पदाधिकारी (BDO) के रूप में कार्य कर रहे हैं और लोकसभा चुनाव होने ही वाले हैं। चुनाव से दो महीने पहले, राज्य में सत्तारूढ़ राजनीतिक दल के एक नेता की विशाल रैली पड़ोसी जिले में आयोजित होने वाली है। सभी BDOs को मुख्य विकास पदाधिकारी से एक मौखिक आदेश इस निर्देश के साथ मिला है कि वे अपने प्रखंड से रैली में भेजे जाने के लिए लोगों से भरी पांच-पांच बसों की व्यवस्था सुनिश्चित करें। केवल इतना ही निर्देश दिया गया है कि अधिकतम भागीदारी सुनिश्चित की जाए और इस सन्दर्भ में उपयुक्त व्यवस्थाएं की जाएं।

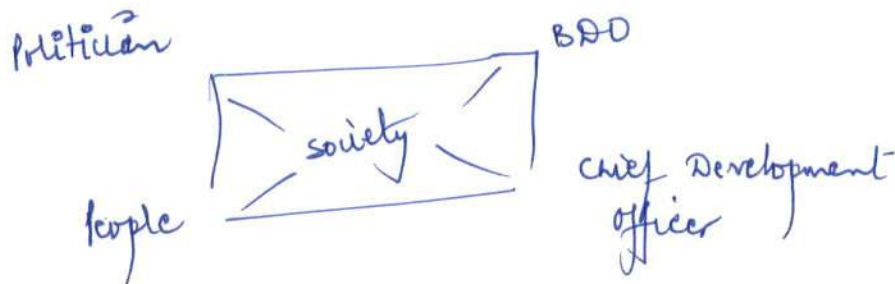
इस परिस्थिति को देखते हुए, निम्नलिखित प्रश्नों के उत्तर दीजिए:

(a) एक सिविल सेवक के रूप में, ऐसी परिस्थिति में आपकी अनुक्रिया का मार्गदर्शन किन मूल्यों द्वारा किया जाना चाहिए?

(b) आपके पास उपलब्ध विभिन्न विकल्पों की पहचान कीजिए?

(c) आप किस कार्यवाही का चयन करेंगे और क्यों?

The various stakeholders present here are:-



The various ethical issues involved are:-

- i) Mockery of democracy by
- ii) Use of official administration set-up for political reasons.
- iii) Violation of Model code of conduct
- iv) Rule of law & political gains.

a) As a civil servant (BDO),  
value guiding one's response are :-

- Emotional Intelligence
- Neutrality in political affairs
- Courage
- Code of conduct
- ~~the~~ constitutional norms & guidelines
- Compassion
- Non-partisanship
- Integrity.

(b) The various options available to BDO  
are :-

i) compliance of CDD's order - still ensure good relation with CDD as well as politician. But here, BDO'll have lost his neutrality.

ii) Refuse the order directly saying it to be



a violation of code of conduct & free & fair election.

3) Ask CDD to give written orders - this'll ensure that I go by rules & I don't violate any law by complying the order later on. But it may hamper relation with CDD & politician.

4) Making suitable arrangements for people actually willing to go - without using any coercion. It's the duty of Administration to uphold order & make necessary arrangement for smooth travel of people. However, here the number of people might not be equal to 5 buses.

Course of Action :-

1) As BDD, must first try to find out the ground reality i.e. how many people are willing to go to the rally from his area.

2) Proper arrangement must be done for their smooth travel & refreshment.

However, this is to be done without any public money. Rather the money can be collected from individuals themselves or the politician.

3) If a large number are participating, then there is no need but he should ask for a written order from CDD so that there is no blame on him for diversion of public money for favouring the party in power.

4) This written order can also be shown to Election Commission as a witness to show misuse of govt machinery by state and as a violation of Model Code of Conduct. Thereafter, the law will take its own course.

5) In case of refusal of written order, BDO can refuse to take order as it might not harm him of political neutrality & might make him a pawn in hands of political parties.



Justification :-

As BDO, it is his responsibility to conduct free and fair elections along with Election Commission of India. The political rallies have become a symbol of strength for showing support to rivals & general public. However, using an undemocratic means to use people of neighbouring districts as means violate the spirit of democracy.

It also spreads misinformation about the support of politicians in power. It is a gross violation of code of conduct as well as MCC of political parties.

It must be ensured that elections, rallies, speeches, programs all are carried out in a democratic way with a vigilant, ethical & neutral administration without any bias to any political party. Still uphold our trust in elections & democracy.

13. You are serving as a District Magistrate in a district, which is prone to recurrent droughts. The issue of scarcity of water is aggravating year by year. Even during the years of high rainfall, the district has witnessed severe shortage of water for agriculture purposes, mainly due to cultivation of water guzzling crops. It is evident that water scarcity is one of the main reasons for backwardness of the district. Recognising this, the state government decided to withdraw some incentives given for cultivation of such crops and incentivise a cropping pattern more suitable to the agro-climatic conditions of this region. However, anticipating worsening of their economic condition in such times, the farmers have taken to protesting on the streets. Despite such a well-intentioned move by the government, the farmers feel that response of the state administration has been anti-farmer and cruel. Given the situation, answer the following questions:

(a) Do you think there is a real divergence between interests of the farmers of this district and the state?

(b) What immediate steps should you advocate in the interests of farmers of the district? (20)

आप एक ऐसे जिले में जिला मजिस्ट्रेट के रूप में कार्य कर रहे हैं जो बार-बार पड़ने वाले सूखे के प्रति प्रवण है। जल की कमी का मुद्दा वर्ष प्रति वर्ष गंभीर होता जा रहा है। यहां तक कि उच्च वर्षा वाले वर्षों के दौरान भी जिले में कृषि उद्देश्यों की पूर्ति हेतु जल की भारी कमी देखी गई है, ऐसा मुख्य रूप से अधिक जल उपयोग वाली फसलों की कृषि के कारण हुआ है। यह स्पष्ट है कि जिले के पिछड़ेपन का एक मुख्य कारण जल की कमी है। इसे पहचानते हुए, राज्य सरकार ने ऐसी फसलों की कृषि हेतु प्रदत्त कुछ प्रोत्साहनों को वापस लेने और इस क्षेत्र की कृषि-जलवायविक परिस्थितियों के लिए अधिक उपयुक्त फसल प्रतिरूप को प्रोत्साहित करने का निर्णय लिया है। हालांकि, ऐसी परिस्थितियों में अपनी आर्थिक स्थिति बिगड़ने का अनुमान लगाते हुए, किसानों ने सड़कों पर विरोध प्रदर्शन करने का मार्ग चुना है। सरकार के ऐसे सोद्देश्यपूर्ण कदम के बावजूद, किसानों का मानना है कि राज्य प्रशासन की प्रतिक्रिया किसान विरोधी और क्रूर है। इस परिस्थिति को देखते हुए, निम्नलिखित प्रश्नों के उत्तर दीजिए:

(a) क्या आप मानते हैं कि जिले के किसानों और राज्य के हितों के बीच एक वास्तविक मतभेद है?

(b) जिले के किसानों के हित में आपको किन तात्कालिक कदमों का समर्थन करना चाहिए?

*The above case study is related to environmental ethics.*

*The main stakeholders here are:*



- Farmers
- Govt administration (including DM)
- People at large.

The various ethical issues involved here are :-

- Resource optimal utilisation in wake of their scarcity.
- Right to livelihood of farmers vs Right of environment.
- Farmers protest
- State alleged to be antifarmer and cruel

(a) Is there a real divergence?

Yes - Although it appears that there is a divergence of state's interests & farmers' interests.

State  
↓  
withholding incentive  
from crops  
↓  
Decreasing crop price  
↓  
Decrease in farmer income

Farmers  
↓  
Want high income  
↓  
incentives demanded as  
it is a drought year  
need support of  
govt in this crucial  
time.

(BUT), there is no such divergence if we talk of long-term interest:- Both farmer & state want productive, fertile ~~sub~~ land and SUSTAINABLE FARMING. Both want food security as well as adequate income for farmers. At the same time both want overall socio-economic development of region as well as accessibility & availability of 24x7 water in the district.

It is in both's interests to have good conservation & preservation practices, sustainable crops so as to lead to SUSTAINABLE DEVELOPMENT.

Thus, even though in short-term it might seem that state is evading responsibility by shifting the whole burden to farmers by changing cropping pattern. But it is in accordance to agro-climatic region and thus, in interests of society at large.



(b) Sometimes, harsh actions are also needed to be taken so as to ensure res publica in long-term.

However, there is a need to cushion the farmers against sudden change of cropping pattern. So the DM must advocate such steps in farmers' short-term interests :-

#### IMMEDIATE/ SHORT-TERM MEASURES :-

- i) Have a meeting with all the farmers and their representatives in the area. Here, they must be told about the ill-effects of cash crops.
- ii) Thus they'll be incentivised to grow other crops as it'll be a win-win situation for all.
- iii) In case of farmers, who have already sown the seeds of cash crops, they can be given incentives but only as a one-time measure. and saying no such thing'll be there in future.

- iv) Giving kits of new seeds, fertilisers, etc to farmers along with extension services to make them aware of best practices of farming.
- v) Appro involving religious leaders, role models etc in spreading awareness & behavioural change.
- vi) Roping in community especially Gram Sabha for strict vigilance & monitoring of lands & crops grown. Follow-up mechanism including penalisation if in case of non-compliance by farmers.
- vii) Roping in industries, NGO, civil society to help these farmers in distress.

Although govt has the utmost responsibility, but we must involve community & only a broad based policy can usher in behavioural change. Land doesn't belong to only this generation but future generations also. We must preserve it for them.



14. Many Indian cities are facing a major problem of management of household waste. Huge volume of wastes has meant that landfill sites are facing the problem of overcapacity. On the other hand, the waste-to-energy plants constructed to solve the problem are also facing flak due to their inefficiency and release of poisonous pollutants. The manner of waste disposal by people is identified as one of the main reasons behind this problem. The government has notified rules regarding disposal, collection and treatment of waste and has initiated numerous awareness campaigns in the past. Still, the problem does not seem to be getting under control.

Given such a situation, answer the following questions:

(a) What do you think is the reason behind the apathy of people towards issues like waste disposal that affect the larger interests of society in general?

(b) Identify the stakeholders and the significance of their involvement in addressing the issue. (20)

कई भारतीय शहर घरेलू अपशिष्ट के प्रबंधन की एक बड़ी समस्या का सामना कर रहे हैं। अपशिष्ट की अत्यधिक मात्रा का अर्थ यह है कि भू-भराव स्थल ओवर कैपेसिटी (अति क्षमता) की समस्या का सामना कर रहे हैं। वहीं दूसरी ओर, इस समस्या का समाधान करने के लिए निर्मित वेस्ट-टू-एनर्जी प्लांट्स (अपशिष्ट-से-ऊर्जा संयंत्र) भी अपनी अकुशलता और जहरीले प्रदूषकों के विमोचन के कारण कड़ी आलोचना का सामना कर रहे हैं। लोगों द्वारा अपशिष्ट निपटान की विधि को इस समस्या के पीछे उत्तरदायी मुख्य कारणों में से एक के रूप में पहचाना गया है। सरकार ने अपशिष्ट के निपटान, संग्रह और उपचार के संबंध में नियमों को अधिसूचित किया है और अतीत में कई जागरूकता अभियान चलाए थे। फिर भी, समस्या नियंत्रण में आती नहीं प्रतीत हो रही है। ऐसी परिस्थिति को देखते हुए, निम्नलिखित प्रश्नों के उत्तर दीजिए:

(a) सामान्य रूप से समाज के विस्तृत हिੱतों को प्रभावित करने वाले अपशिष्ट निपटान जैसे मुद्दों के प्रति लोगों की उदासीनता के पीछे आप क्या कारण मानते हैं?

(b) विभिन्न हितधारकों की पहचान कीजिए और इस मुद्दे को हल करने में उनकी भागीदारी का महत्व बताइए।

The above case study highlights a major problem in urban administration i.e. waste management. Delhi produces 40MT of garbage which is not managed properly.

The major ethical issue here are :-

- i) Lack of civic sense in citizens
- ii) ill-administration of waste
- iii) Lack of responsibility, accountability & transparency.
- iv) Environment in ethics.

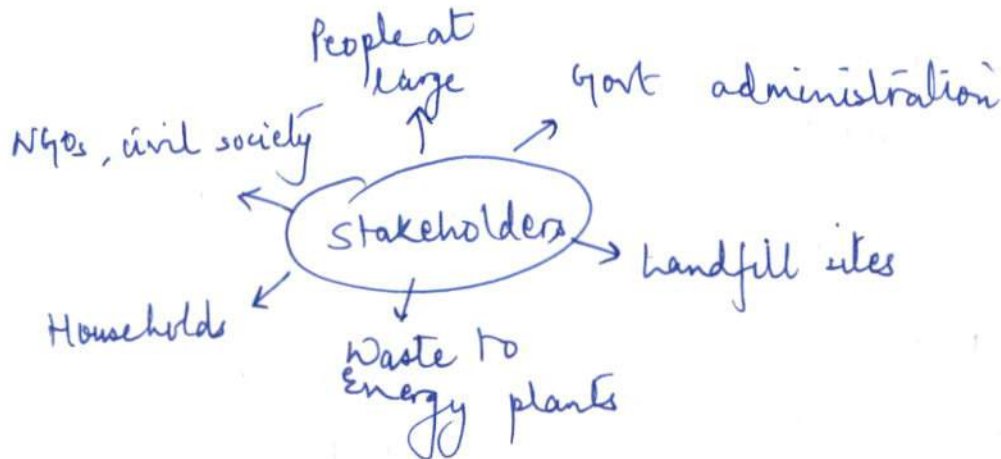
(a) The major reasons behind the apathy of people are :-

- Lack of awareness about generation as well as management & disposal of household waste.
- Resource wastage leading to more waste.
- culture of materialism & show off against minimalism (practised in Japan)
- Lack of values & proper school education also leads to such apathy.
- Ignorance regarding waste leading to environmental pollution leading to adverse health effects.
- clean homes haven't led to clean society.
- lack of effective regulation by govt authorities - urban local bodies don't fix accountability on household for not segregating



their wastage.

of the various stakeholders involved  
here are :-



Significance of their involvement are :-

i) Households →

- Proper management is dependent on proper segregation at source level
- Not only segregator but generator of waste
- Ill-management affects them the most through
  - └ health issues
  - └ poor environment
  - └ dirty water and air
  - └ diseases

ii) They can uphold the accountability of the government.

ii) hand-fill sites →

- Already overburdened but need better efficiency to manage waste
- Health of people working here also at stake.
- should not lead to more pollution.

- (iii) Waste to energy plants
- More to be built (Eg - okhla waste to energy plant to be built by Delhi govt)
  - Manner of waste disposal to be changed & made more eco-friendly.
  - shouldn't lead to more pollution.
  - state of art technology to be inducted.

By NGOs, civil society :-

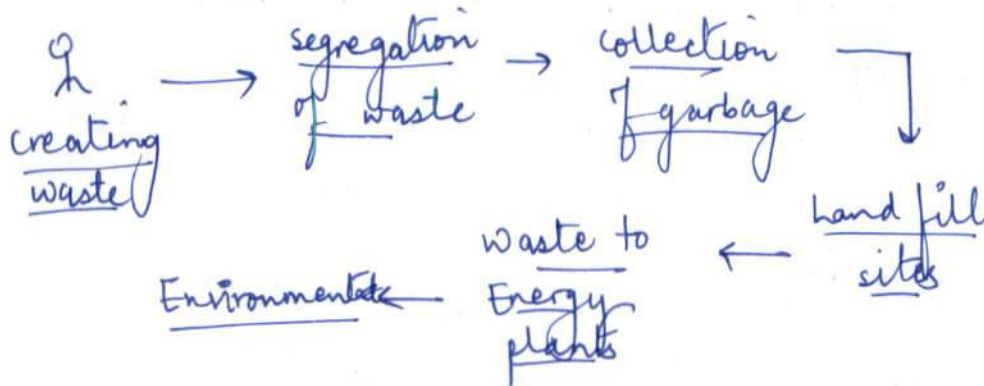
- Needed the most for community participation
- Behavioural change through information, awareness and socialisation.
- Also to make govt accountable

↳ Govt administration →

- Major link in waste-management.
- Responsible for Right to Healthy Environment for all citizens.
- Proactive towards urban governance
- social justice for all.

Thus, we need a multi-stakeholder approach so as to deal with urban waste.





even if one link doesn't  
behave properly, it might lead to  
malfunctioning of whole management.  
we need a vibrant, civic  
community along with NGOs, civil society  
along state and urban local govt  
proactive approach to deal with the  
burgeoning waste problem in Urban India.

it'll help us in  
achieving SDG 12 i.e sustainable cities by 2030.