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GENERAL STUDIES (TEST CODE : 2081)

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Medium Hindi/Eng.	ENGLISH	Registration Number	1362174
Center	JAIPUR	Date	23/07/23

INDEX TABLE		
Q. No.	Maximum Marks	Marks Obtained
1(a)	10	
1(b)	10	
2(a)	10	
2(b)	10	
3(a)	10	
3(b)	10	
4(a)	10	
4(b)	10	
5(a)	10	
5(b)	10	
6(a)	10	
6(b)	10	
6(c)	10	
7	20	
8	20	
9	20	
10	20	
11	20	
12	20	
Total Marks Obtained:		
Remarks:		
Signature of Examiner		

INSTRUCTIONS

- Do furnish the appropriate details in the answer sheet (viz. Name, Registration Number and Test Code).
उत्तर पुस्तिका में सूचनाएं भरना आवश्यक है (नाम, प्रश्न-पत्र कोड, विद्यार्थी क्रमांक आदि)।
- There are **TWELVE** questions printed in **HINDI & ENGLISH**
इसमें बारह प्रश्न हैं हिन्दी और अंग्रेजी में छपे हैं।
- All questions are compulsory.**
सभी प्रश्न अनिवार्य हैं।
- The number of marks carried by a question/part is indicated against it.
प्रत्येक प्रश्न/भाग के अंक उसके सामने दिए गए हैं।
- Answers must be written in the medium authorized in the Admission Certificate, which must be stated clearly on the cover of this Question-Cum-Answer (QCA) Booklet in the space provided. No marks will be given for answers written in medium other than the authorized one.
प्रश्नों के उत्तर उसी माध्यम में लिखे जाने चाहिए जिसका उल्लेख 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।
- Word limit in questions, if specified, should be adhered to.
प्रश्नों में शब्द सीमा, जहाँ विनिर्दिष्ट है, का अनुसरण किया जाना चाहिए।
- Any page or portion of the page left blank in the Question-Cum-Answer Booklet must be clearly struck off.
उत्तर पुस्तिका में खाली छोड़ा हुआ पृष्ठ या उसके अंश को स्पष्ट रूप से काटा जाना चाहिए।

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EVALUATION INDICATORS

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

Overall Macro Comments / feedback / suggestions on Answer Booklet:

1.

2.

3.

4.

5.

6.

All the Best

खण्ड A

SECTION A

निम्नलिखित प्रश्नों का अधिकतम 150 शब्दों में उत्तर दीजिए:

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

1. (a) डेटा संचालित प्रौद्योगिकियों पर अत्यधिक निर्भरता के परिणामस्वरूप डेटा उपनिवेशीकरण और डिजिटल तानाशाही की स्थिति उत्पन्न हो सकती है। इस संदर्भ में उत्पन्न होने वाले विभिन्न मुद्दों पर चर्चा कीजिए और उपचारात्मक उपायों का सुझाव दीजिए। (150 शब्दों में उत्तर दें)

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

10

'Data is the new oil of the 21st Century'

This highlights the crucial nature of data and the technologies it drives - including social media, industry 4.0 and e-governance

Data-driven technologies - Key issues

(I) Data Colonisation

↳ Data is processed by big tech companies (Microsoft, Apple) etc. with Valuation > \$6 Tr

↳ Whoever hold data holds power.

[eg] Trump election controversy using Facebook data for microtargeting

(II) Digital dictatorship

- Lack of informed consent while data collection [eg] Instagram and Whatsapp
- Data Corporatisation - sold to e-commerce companies without public oversight.
- Government role minimal in regulating data and safeguarding citizens

Remedial measures

- ① Proactive regulation with proper oversight
[eg] IT Rules - Internal Grievance committee
- ② Informed consent clause [eg] Included in draft Digital data law
- ③ localisation of data servers in India
to prevent data misuse

Privacy is inherent in Article 21, which must be balanced with freedom of vocation under Article 19 for digital data companies

1. (b) हालिया सोशल मीडिया के प्रसार के कारण, प्रभाव उत्पन्न करने वाले लोग समाज में परिवर्तन के महत्वपूर्ण कारक बन गए हैं। उदाहरण सहित चर्चा कीजिए। इसके अतिरिक्त, इसमें शामिल नैतिक मुद्दों को भी रेखांकित कीजिए। (150 शब्दों में उत्तर दें)

Due to the recent proliferation of social media, influencers have become important agents of change in the society. Discuss with examples. Also, highlight the ethical issues involved. (Answer in 150 words) 10

Social media influencer is a prominent and widely known public figure with a substantial social audience base and consistent content generation potential

Influencers - important change agents in society

- ① Dissemination of public messages [eg] Appeal to 'Stay home stay safe' in Covid
- ② Fund collection for disaster relief [eg] Youtube stream proceeds for Delhi flood relief
- ③ Sensitising public over sensitive issues [eg] Informed talks on VCC in India - pros and cons
- ④ Change in public attitudes [eg] Messages against Child marriages

Media influencers - Key ethical issues

- ① Promotion of faulty products without self testing
- ② Incitement to offense and hate speech
- ③ Spread of Fake news and anti-social content [eg] Role of influencers in promoting anti-Agnipath riots
- ④ Grand lifestyle - misleads youth into risky professions
- ⑤ Promotion of intoxicants and drugs - against Article 47 mandate
- ⑥ Objectification of women in music videos

Government's move to regulate product endorsement by influencers is a welcome step. Further steps are required to popularise responsible influencers who play a part in comprehensive education of masses.

2. (a) पूर्वाग्रह और भेदभाव को जब दूर नहीं किया जाता है तो इनमें संघर्षों को हिंसा में बदलने की क्षमता होती है। उदाहरण सहित चर्चा कीजिए। (150 शब्दों में उत्तर दें)

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

10

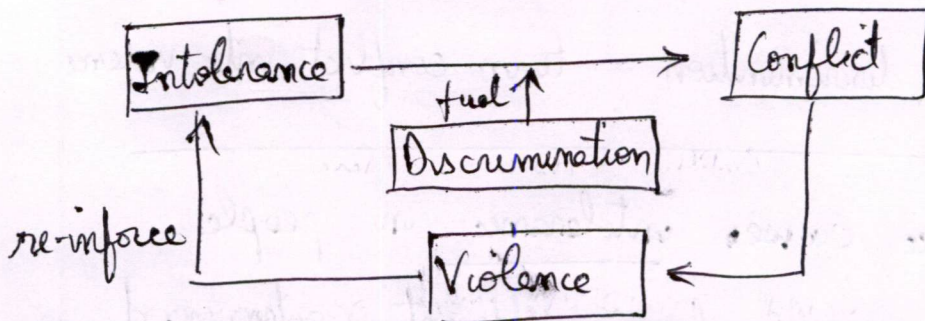
Prejudice refers to a pre-enduring attitude negatively directed towards an object or a community without a scientific basis.

Prejudice, discrimination - turn conflict into violence

- ① Prejudice causes intolerance in people towards people from different castes and religion
- ② Intolerance is expressed by dissatisfaction and problem attitude in very small things like carrying out a marriage procession or playing religious music
- ③ If left as such, dissatisfaction snowballs into conflict involving the entire neighbourhood
- ④ Discriminatory bias carried forward via

customs like endogamy, interdenying etc.
further fuel 'Us v/s them' motivation

- ⑤ Conflict further turns into violence as no side is ready to accept diversity and display tolerance



Way forward

- ① Ethical education - Message of Taoism
(respect diversity), 'Salad bowl model of India'
- ② legal safeguards against violence (Section 144)
- ③ Message of Carl Jung - Whatever irritates me about you reminds me of something in myself.
We ought to inculcate fraternity as highlighted in preamble

2. (b) अहिंसा मूलभूत नैतिक सद्गुणों का उच्चतम स्वरूप है। टिप्पणी कीजिए। (150 शब्दों में उत्तर दें)

Non-violence is the highest form of fundamental moral virtue. Comment.
(Answer in 150 words) 10

Non-Violence refers to bringing a change in attitude of others not by coercion or force but by persuasion and inflicting pain on self by displaying tolerance & forgiveness.

Non-Violence - highest moral virtue

- ① Promotes Peaceful-co-existence of diverse groups by amicable settlement of disputes
- ② Inculcates empathy towards those in need.
- ③ Strong moral force against brute force of oppressor - [eg] Dharasana Salt Works, clubs hit the heads of non-violent satyagrahis
- ④ Crucial to imbibe tolerance
- ⑤ Makes the oppressor realise their mistake
[eg] Gandhiji in South Africa

* Non-violence must not be confused with cowardice since it is not an attribute of the weak, but of the strong.

* Only a weak individual with poor moral wisdom inflicts violence to pursue his goals [eg] Hitler's ambition for Germany involved violence against Jews.

The message of non-violence finds resonance internationally in the works of Nelson Mandela and ML King.

3. (a) हालांकि, 'मी टू मूवमेंट' ने कार्यस्थल पर महिलाओं के यौन उत्पीड़न के संबंध में कुछ असंतोष की ध्वनि पैदा करने में मदद की है, लेकिन यह भारत में कार्य संस्कृति पर स्थायी सकारात्मक प्रभाव उत्पन्न करने में विफल रहा है। क्या आप सहमत हैं? (150 शब्दों में उत्तर दें)

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

10

'Me Too Movement' aimed to expose gender-related violence in workplace by encouraging oppressed women to speak up on social forums

'Me Too' - created some murmur in society

① Mainstreamed the grievances of working women - issues like sexual favours for promotions

② Encouraged leadership roles for women

③ Created deterrence effect in the age of social media - everyone has a voice

Me-Too - failed to create lasting impact

① No effect on glass-ceiling and workplace apathy for women

- ② Firms refuse to hire women - citing additional expenses of Maternity benefits
- ③ Fake cases of 'Me Too' - broke trust of society and further reduced focus on genuine cases.
- ④ Work culture is largely patriarchal
 - Male centered teams - leadership roles denied to women
 - Women in leadership roles are mostly sidelined and not taken seriously
- ⑤ Sexual violence cases are 'hushed' using money - 'Me Too' failed to remove this

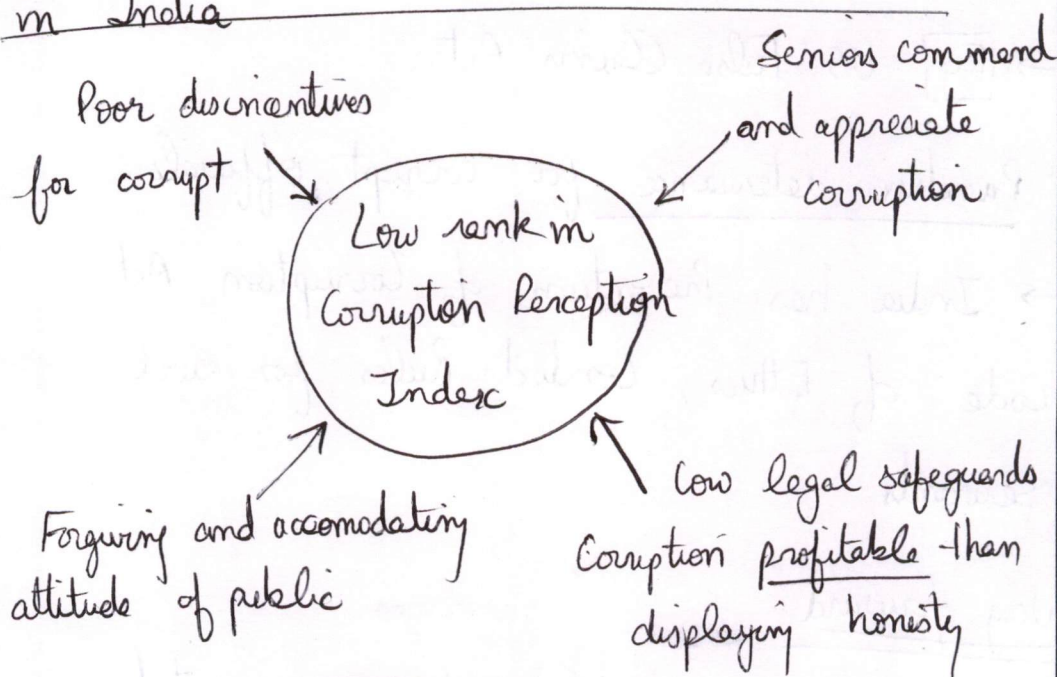
Powerful movements like Me Too have only a limited temporal impact. For lasting solutions, a grassroot level citizen revolution is needed with ethically sound public.

3. (b) 2021 भ्रष्टाचार बोध सूचकांक में भारत 180 देशों में 85वें स्थान पर है। इस संदर्भ में, कौटिल्य के अर्थशास्त्र का विशिष्ट उल्लेख करते हुए, भारत में भ्रष्टाचार से निपटने के विभिन्न तरीकों पर चर्चा कीजिए। (150 शब्दों में उत्तर दें)

India ranks 85th amongst 180 countries in the Corruption Perception Index of 2021. In this context, discuss the various ways to tackle corruption in India, with special reference to Kautilya's Arthashastra. (Answer in 150 words)

10

Corruption, according to Transparency International, is the use of entrusted power for personal gain. It is a menace for public governance in India.



Ways to tackle Corruption - Kautilya's Arthashastra

- ① Kautilya believed in inevitability of corruption (honey on tongue), but proposed few ways to discourage it.

② Test of anonymous tests - Candidate does not know a bribe is a test, display of corruptibility measured
 ↳ Used today in case study in interviews and psychometric tests

③ System of incentives to report corruption

↳ [Eg] US False Claims Act

④ Punitive deterrence for corrupt officials

↳ India has Prevention of Corruption Act, Code of Ethics, Conduct Rules for civil servants.

Way forward

India needs an ethical workforce supported by a society with 'Zero-tolerance' for corruption.

4. (a) एक नैतिक कार्य संस्कृति न केवल संगठन के लिए सकारात्मक परिणाम उत्पन्न करती है बल्कि कर्मचारियों की प्रगति में भी मदद करती है। चर्चा कीजिए। (150 शब्दों में उत्तर दें)

An ethical work culture not only drives positive organisational outcomes but also helps employees thrive. Discuss. (Answer in 150 words) 10

Work Culture refers to the commonly shared aims and aspirations of an organisation among its workers. Work culture is ethical when such aims are free from negative values

Ethical work culture - impact

(I) Positive organisational outcomes

- ① Low corruptibility → improves revenues of the firm
- ② Functional GRM → keeps organisational evolution towards an inclusive workspace

(II) Help employees thrive

- ① Better interpersonal relationships [eg] Team-building and spirit of comradrie
- ② Improve quality of leaders

'leave no one behind' spirit

- ③ Improve gender sensitivity - break
glass ceiling, no sexual harassment

Thus Ethical work culture is the bedrock
of organisational success.

4. (b) उन नैतिक सिद्धांतों का उल्लेख कीजिए जिन पर नागरिक चार्टर तैयार किया जाता है। साथ ही, भारत में इसके उद्देश्य और प्रभावशीलता पर भी चर्चा कीजिए। (150 शब्दों में उत्तर दें)

Bring out the ethical principles on which a Citizen's Charter is formulated. Also, discuss its purpose and effectiveness in India. (Answer in 150 words)

10

Citizen Charter is a document highlighting the organisation's commitments towards service delivery quality and assures a functional grievance redressal mechanism.

Ethical principles behind Citizen Charter

- ① Equity - accessible services to all without bias
- ② Accountability - of public service providers to service consumers
- ③ Trust - quality proper with consistent updation with public needs
- ④ Reliability and Frugality - affordable solutions
- ⑤ Empathy - special provisions for most vulnerable population.

Purpose of Citizen Charter → Quality Service Delivery
→ From welfare to Rights

based approach
→ Making people partners in governance

Success of Citizen Charter poor → Frozen in time
→ Non-updation and notification by departments

→ Poor Grievance addressing

For a truly successful social accountability
success of Citizen Charter is crucial.

5. (a) सार्वजनिक जीवन में ईमानदारी (प्रोबिटी) और कुछ नहीं बल्कि निजी जीवन में सत्यनिष्ठा (इंटीग्रिटी) का ही प्रतिबिम्ब है। चर्चा कीजिए। (150 शब्दों में उत्तर दें)

Probity in public life is nothing but the reflection of integrity in personal life. Discuss. (Answer in 150 words) 10

Ethics in public and private relationships have a strong overlap. Probity is equated to display of strong moral principles & uprightness of character even when world is not in agreement with our views.

Probity in public life linked to personal life integrity

① Honesty is a virtue displayed under all circumstances [eg] Honesty with family is translated to honest admission of mistakes in workplace.

② Integrity in personal life inspires self-confidence and sense of moral strength.

This is reflected in public life [eg] TN Sesham

③ Gandhiji asked civil servants to not leave aspects of either public or private life free from ethical scrutiny, highlights close inter-linkage

④ Integrity is reflected in healthy child rearing practices by inculcation of values, while in public life it displays as healthy relationship building with team members.

Thus probity in public and integrity in personal life are deeply interconnected

5. (b) भारत में पुलिस की कार्य संस्कृति को अनिर्णय, अक्षमता और सहानुभूति की कमी के रूप में जाना जाता है। चर्चा कीजिए। साथ ही, इस संदर्भ में उपचारात्मक उपायों का भी सुझाव दीजिए। (150 शब्दों में उत्तर दें)

The work culture of the police in India is said to be characterised by indecision, inefficiency and lack of empathy. Discuss. Also, suggest remedial measures in this context. (Answer in 150 words) 10

Police in India, entrusted with law and order, disaster mitigation, crime investigation and community building, has been faced with problem of poor work culture

① Indecision - on sensitive issues

[eg] No action on mob if close to ruling party

② Inefficiency

(a) low efficiency and case disposal rate

(b) Absence of staff due to personal causes

③ Lack of empathy

↳ Only 15% police stations have mahildoots

↳ Display of poor public centricity

[eg] Custodial torture

Remedial Solutions

- ① Empathy, sensitivity and assertiveness training
- ② Patrolling to diverse town regions to meet new people and understand grievances
- ③ Role playing training - improve situational response

Police is a cardinal pillar of governance in India, a healthy work culture is quintessential for its proper functioning

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

What does each of the following quotations mean to you?

(a) "बुद्धिमानी से कार्य करने के लिए बुद्धिमत्ता से अधिक की आवश्यकता होती है।" - फ्योदोर दोस्तोयेव्स्की (150 शब्दों में उत्तर दें)

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

10

Above quote highlights the vital importance of Emotional Intelligence (EI) for success of any endeavour

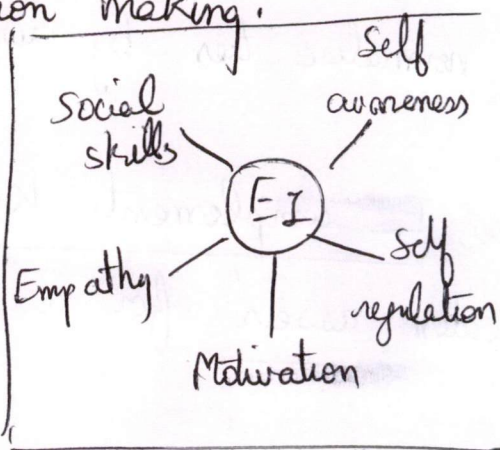
→ EI is the ability to understand our own and others' emotions and use such knowledge in decision making.

→ Acting intelligently

① Only intelligence is not sufficient – professional competence

is important but it cannot help us develop as a good co-worker or a team member

② To develop social skills, we need EI.



- ③ Display of emotional intelligence helps in perspective taking, understanding the mental state of other person
- ④ EI is crucial tool for decision making by helping us to read between lines and chart out future course of action

[Eq] Satinder Lamba (IFS) held backchannel talks with Pakistan after 1999 Kargil War to normalise ties by displaying EI.

Thus EI complements knowledge and creates 'assets' for a nation

6. (b) "एक लोकप्रिय सरकार, बिना लोकप्रिय जानकारी के, या इसे प्राप्त करने के साधनों के, एक ढोंग की शुरुआत या एक त्रासदी; या संभवतः दोनों है।" - जेम्स मैडिसन (150 शब्दों में उत्तर)

"A popular government, without popular information, or the means of acquiring it, is but a prologue to a farce or a tragedy; or perhaps both." - James Madison (Answer in 150 words) 10

This quote highlights that a government elected by popular mandate, if proves unable to connect with the common issues faced by its citizens, proves to be totally ineffective and disastrous.

→ Quote has huge lessons for developing country like India. With the largest world population, unless the government understands the key issues of its people, the population may turn into a demographic disaster.

→ Popular information & means to acquire it
- Context of India

- ① Independent media - However present media is corrupted by commercial goals.

② Independent surveys - assess poverty, education health outcomes

③ Social accountability tools - RTI, Citizen Report Cards, Community Score Card etc.

→ Governments must be mindful of changing nature of governance and the public demand

[eg] E-governance in health & education.

→ Job creation and skill development must be a priority [eg] PMKVY, MGNREGA

Quote is esp. relevant for countries like Pakistan and Sri Lanka where government-public disconnect led to disastrous outcomes for the nation

6. (c) "चरित्र को अनुनय का लगभग सबसे प्रभावी साधन कहा जा सकता है।" - अरस्तू (150 शब्दों में उत्तर दें)

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

Aristotle emphasises that a person's character decides his persuasive power. The one with a high degree of integrity has a fair chance to persuade even a difficult audience.

→ Persuasion is the art of nudging a target audience by way of appeals in a given direction.

→ Since a person having high probity is considered trustworthy, the audience better relates & listens to such person.

→ This results in better registration of counter-attitudinal message in public psyche and success of persuasion.

Example - persuasion by Gandhiji to support Non-cooperation and Quit India received huge support, but efforts of Muslim League to derail movement bore little fruit due to poor character.

खण्ड B
SECTION B

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

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

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

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

- (a) घर में शौचालय होने के बाद भी लोग खुले में शौच क्यों करते हैं?
- (b) इस प्रकरण में एक सब-डिविजनल मजिस्ट्रेट के रूप में आपके पास कौन-से विकल्प उपलब्ध हैं? प्रत्येक विकल्प के गुणों और दोषों पर प्रकाश डालिए।
- (c) आप क्या कार्रवाई करेंगे? (250 शब्दों में उत्तर दें)

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

As a young and dynamic officer, answer the following:

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

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This case involves a conflict of duties between my responsibility as an SDM towards the health of masses and my duty to obey orders of superiors.

(a) Open defecation inspite of toilet access

- ① Convenience - Perceived convenience and habitual bias as in this case
- ② Alien nature of solution - Toilets are not considered religiously correct to be put in the same home with worship place
- ③ Resistance to change - Social reinforcement when entire community defecates in the open
- ④ False beliefs - improvement of soil health but disregard health of children due to fruit flies
- ⑤ Poor legal enforcement - Lack of surprise visits and spot fines

(b) Options and analysis

(I) Obey the District Magistrate (DM)

Merits	Demerits
<ul style="list-style-type: none"> ① Uphold chain of command ② ODF status remains intact 	<ul style="list-style-type: none"> ① Against my oath of dedication to public service ② Disregard to the <u>very mandate of ODF</u>

(II) Go against the wishes of DM and conduct legal measures

Merits	Demerits
<ul style="list-style-type: none"> ① Maintain professional integrity and objectivity ② Can stop future health burden on state ③ Improve citizen - administration connect 	<ul style="list-style-type: none"> ① Face the eye of DM ② ODF status revoked ③ May face transfer or punishment posting

(III) Persuade DM to work together in upholding the spirit of ODF alongside village headmen

Merit	Demerit
<p>(a) Most viable option</p> <p>(b) Uncooperative headmen can be fined more heavily as deterrence</p>	<p>(a) DM may not agree</p>

(C) Course of Action

- ① I would persuade the DM to consider the proposal by looking beyond the ODF tag and consider the lives of children and vulnerable
- ② A thorough investigation will be ordered to investigate the extent of such defecation across villages, % population involved, officials responsible for non-enforcement of spot fines and complacent headmen.

- ③ For improving persuasion power, local musicians and religious heads will be requested to convey cleanliness message creatively using Goddess Saraswati - cleanliness only can hold wisdom
- ④ Morning surprise checks and alert teams will be institutionalised
- ⑤ Village Praharis - mostly children will be promoted to report on violation.
- ⑥ Stricter provisions of spot fines.

ODF is based on Gandhian vision of vibrant, clean and self reliant villages

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

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

स्थिति को देखते हुए:

- (a) इसमें शामिल हितधारकों का उल्लेख कीजिए और दिए गए प्रकरण से जुड़े नैतिक मुद्दों पर चर्चा कीजिए।
- (b) दी गई स्थिति में, आप क्या कार्रवाई करेंगे?
- (c) छात्रों के बीच आत्महत्या के मामलों में वृद्धि के विभिन्न कारणों पर चर्चा करते हुए, इस मुद्दे के दीर्घकालिक समाधान के लिए उपाय सुझाइए। (250 शब्दों में उत्तर दें)

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

The recent spate of suicide by 5 students has been highlighted by the national media and you have been asked by the Chief Minister to present a report of the situation and take steps on the matter. The Chief Minister has also asked you to keep the matter away from limelight so that the coaching centres continue with their business and generate revenue for themselves as well as the state. Upon investigation, you find out that 2-3 of the most famous coaching institutions are run by political leaders of the ruling party.

They are involved in false advertisements in order to lure students. They also create undue pressure on the students to perform. Also, there is an emerging black market for performance enhancing drugs, which have become common among the students.

Given the situation:

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

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① Stakeholders and ethical issues

(I) Students and their families

- (i) Societal pressure to succeed irrespective of personal capabilities and aspirations
- (ii) Monetary resources for coaching put additional burden on students to make parents proud

(II) Coaching institutions

- (i) Apathy and Lack of Compassion for student distress
- (ii) Business without Morality - Gandhiansen
- (iii) Conflict of interest - coaching only as a means to generate income, not the future of the nation.

(III) DM, administration

(i) Failure to respond timely to coaching atrocities and student grievances

(IV) Government (CM, Political leaders)

(i) low public spirit - prioritise revenues over health of students

(ii) High degree of corruption - fake ads and political backing

(iii) No concern about black market of drugs.

(b) Course of Action as DM

① Since it is matter of great urgency to regulate the coaching business, I would issue show-cause notice to culprit coaching centres for detailing their shortcomings

② I would prepare a detailed report based on following :

(i) My meeting with students in hostels

and paying guests

- (ii) Meeting with parents of deceased students to understand their mental condition
 - (iii) Coaching teachers to understand their pedagogy.
 - (iv) Coaching administration on admission process
 - (v) Assessment of performance enhancing drugs
 - (vi) Exploring political connections of centres
- ③ In violation of mental health norms and pushing students to extreme steps, I would order penalties.
- ④ I would express my deepest condolences to the family of the deceased and ensure timely action on my part
- ⑤ I would bann false advertisements and incentives for those reporting any violations
- ⑥ I would also recommend action against political leaders to the CM.

(c) Reasons for increased student suicides

- (i) Mental agony from peer pressure
- (ii) Lack of psychological support staff and relatives
- (iii) Highly competitive environment
- (iv) Career forced onto students against their wishes : (v) Side effect of drugs.

Measures for long run

- (i) Penal provisions against false ads
- (ii) Institutional support mechanisms [eg] IIT Bombay Student Wellness Centre
- (iii) Regulation of performance based drugs by written sale slips

Students are the future of a vibrant nation like India, Mental health issues must be mainstreamed into the development narrative.

9. आप देश की एक बड़ी इंफ्रास्ट्रक्चर कंपनी में प्रोजेक्ट डायरेक्टर के पद पर नियुक्त हैं। उक्त कंपनी को एक राज्य में एक बंदरगाह और उसके आंतरिक इलाकों को विकसित करने की अनुमति मिली है। इस परियोजना का देश के लिए आर्थिक और रणनीतिक महत्व है क्योंकि यह अपने परिचालनों के जरिए, इस क्षेत्र में एक प्रमुख ट्रांसशिपमेंट हब विकसित करेगी और नए व्यवसायों के विकास का मार्ग प्रशस्त करेगी तथा रोजगार के अवसर पैदा करेगी।

साथ ही, इस परियोजना का सफल समापन और संचालन कंपनी के लिए भी महत्वपूर्ण है क्योंकि इसकी कुछ पिछली परियोजनाओं को स्थानीय समुदायों के विरोध के कारण रोक दिया गया था एवं इसमें न केवल कंपनी की प्रतिष्ठा बल्कि महत्वपूर्ण निवेश भी दांव पर लगा हुआ है।

परियोजना के लिए भूमि अधिग्रहण निर्धारित नियमों और विनियमों के अनुसार पूरा किया गया है। पर्यावरणीय प्रभाव का आकलन किया गया है और परियोजना को संबंधित अधिकारियों से हरी झंडी मिल गई है। साथ ही, निर्धारित मानदंडों के अनुसार प्रभावित लोगों को पुनर्वास और वैकल्पिक आजीविका के अवसर भी उपलब्ध कराए गए हैं।

हालांकि, एक बार निर्माण शुरू होने के बाद, कुछ किसान समूहों ने इस आधार पर विरोध करना शुरू कर दिया है कि उन्हें पर्याप्त मुआवजा नहीं प्राप्त हुआ और यह परियोजना उनकी आजीविका को नकारात्मक रूप से प्रभावित करेगी। वे मांग कर रहे हैं कि या तो परियोजना को रोक दिया जाए या उन्हें प्रदान किए गए मुआवजे में और अधिक धनराशि दी जाए तथा उन्हें सुनिश्चित नौकरियां भी मिलें।

इस संदर्भ में, निम्नलिखित का उत्तर दीजिए:

- (a) इस प्रकरण में प्रासंगिक हितधारकों और उन्हें प्रभावित करने वाले मुद्दों की पहचान कीजिए।
- (b) दिए गए संदर्भ में, विरोध करने वाले समूहों की मांगों को मानने के गुणों और दोषों का मूल्यांकन कीजिए।
- (c) आप कौन-सी कार्रवाई का अनुसरण करेंगे? (250 शब्दों में उत्तर दें)

You are appointed as the Project Director in a large infrastructure company of the country. The company has won the rights to develop a port and its hinterland in a state. The project has economic and strategic significance for the country as it would develop a leading transshipment hub in the region and would lead to higher exports and earnings through its operation, flourishing of new businesses and also create employment opportunities.

Also, the successful completion and operationalization of the project is important for the company as some of its previous projects were halted due to protests by the local communities and not only the reputation of the company but also significant investments are at stake.

The land acquisition for the project has been completed as per the laid down rules and regulations. The Environmental Impact Assessment has been carried out and the project has received the go ahead from the concerned authorities. Also, rehabilitation and alternative livelihood opportunities are made available to the affected people as per the laid-down norms.

However, once the construction started, some farmer groups started agitating on the grounds that they have not been adequately compensated and that the project will negatively impact their livelihoods. They are demanding that either the project be halted or the compensation provided to them be increased substantially by way of money and assured jobs.

In this context, answer the following:

- (a) Identify the relevant stakeholders in this case and the issues affecting them.
- (b) Evaluate the merits and demerits of ceding to the demands of the protesting groups, in the given context.
- (c) What course of action will you follow? (Answer in 250 words) 20

(a) Stakeholders and related issues

(I) Project Director (Me)

- ① Completion of project successfully amid ongoing protests

(II) Farmers

- ① Safeguard livelihood and ensure just compensation
- ② Comprehensive rehabilitation

(III) Infrastructure Company

- ① Ensure project success to maintain profitability amid failure of earlier ones

(IV) Government

- ① Safeguard farmers but also promote employment and economy
- ② Strategically important project shadowed by protest

⑤ Merits of ceding to protest demands

- May compensate adequately
- Can safeguard their livelihood by way of job in the project development
- Diffuse the protests immediately and allow project to proceed.

Demerits of ceding

- Slippery slope - other farmers may start such demands → endless cycle
- Affect profits and timely completion of project
- Since project has strategic significance, delays have security ramifications
- Hurt export potential of the country.
- Harm future employment prospects of new businesses

(c) Course of Action by Me as project director

- (1) I would pacify the most vocal protesters and call for a meeting
- (2) I would try my level best to make them happy with the present arrangement, and after that it fails, to negotiate the compensation least hurtful for the project
- (3) My motivation would be to jumpstart project in full swing by diffusing protests as soon as possible.
- (4) I would try not to create job liability for the company and resolve the matter via compensation route only.
- (5) If farmers are adamant and violent, I would take assistance from govt agencies since project has fulfilled all

necessary legal safeguards including EIA.

→ Farmers would be made to realise the nation significance of the project, and how crucial their cooperation is at the stage.

10. जलवायु परिवर्तन से निपटने के लिए, हरित ऊर्जा को सबसे अच्छे समाधानों में से एक माना जाता है। देश अब कोयले की जगह जलविद्युत, जीवाश्म ईंधन के स्थान पर सौर ऊर्जा, पेट्रोल और डीजल से संचालित कारों की जगह इलेक्ट्रिक वाहनों (EVs) को अपना रहे हैं। EVs को एक स्वच्छ, हरित और टिकाऊ विकल्प के रूप में पेश किया जा रहा है। इलेक्ट्रिक कारें बैटरी का उपयोग करती हैं तथा इन बैटरियों के निर्माण हेतु प्रयुक्त लिथियम और कोबाल्ट दुर्लभ धातुएं हैं। बैटरी में कोबाल्ट इसे स्थिर रखता है और इसके सुरक्षित संचालन में मदद करता है। कोबाल्ट का उपयोग लगभग आधी इलेक्ट्रिक कारों में किया जाता है, जो एक बैटरी में लगभग चार से 30 किलोग्राम तक उपयोग होता है।

आप उस जिले के जिलाधिकारी हैं जहां कोबाल्ट प्रचुर मात्रा में पाया जाता है। ऐसी ही एक कोबाल्ट साइट में जाने पर आपको पता चलता है कि खदानों में बच्चों को काम पर रखा गया है और ये बच्चे रोजाना अपने जीवन को संकट में डालकर कार्य करते हैं। वे ऊर्ध्वाधर सुरंगों में प्रवेश करते हैं जो बयस्कों हेतु प्रवेश करने के लिए बहुत संकीर्ण हैं और भट्टी जैसे वातावरण की अमानवीय परिस्थितियों में कोबाल्ट की खुदाई करते हैं। हालांकि, वे केवल कभी-कभी ही फावड़े का उपयोग करते हैं और सामान्यतः अपने हाथों से ही खुदाई करते हैं। उन्हें मास्क, दस्ताने, कार्य हेतु उचित कपड़े नहीं दिए जाते हैं और एक बार में केवल 20 मिनट तक की ही ऑक्सीजन दी जाती है। फिर भी ये छोटे बच्चे घंटों खुदाई करते हैं। कोबाल्ट के पत्थरों को खोदने के पश्चात्, वे उन्हें तोड़ते हैं, उन्हें धोते हैं और फिर उन्हें बेचने के लिए बाजार में ले जाते हैं।

इस संबंध में, निम्नलिखित प्रश्नों के उत्तर दीजिए:

- (a) उपर्युक्त प्रकरण में शामिल नैतिक मुद्दों पर चर्चा कीजिए।
- (b) कानूनी और संस्थागत उपायों के बावजूद, भारत में बाल श्रम के जारी रहने के कारणों पर चर्चा कीजिए।
- (c) दी गई स्थिति के संदर्भ में, जिले में बाल श्रम की समस्या के समाधान के लिए आप क्या कदम उठाएंगे? (250 शब्दों में उत्तर दें)

In order to tackle climate change, green energy is touted as one of the best solutions. Countries are now replacing coal with hydroelectric power, fossil fuels with solar energy, petrol and diesel cars with electric vehicles (EVs). EVs are being pitched as a cleaner, greener and sustainable alternative. Electric cars use batteries, and lithium and cobalt are rare metals that make up these batteries. The cobalt in the battery keeps it stable and allows it to operate safely. Cobalt is used in about half of the electric cars, which is about four to 30 kilograms per battery.

You are the District Magistrate of a district where cobalt is found in abundance. On a visit to one such cobalt site, you find out that children are employed in the mines and these children flirt with death daily. They enter vertical tunnels that are too narrow for adults to enter and dig for cobalt under inhumane conditions in a furnace-like environment. Although, they sometimes use shovels, they typically dig with their bare hands. They are not provided with masks, gloves, work clothes and are only provided with 20 minutes of oxygen at a time. Yet, these young children dig for hours. Upon digging the rock, they crush it, wash it and then take their finds to the market in order to sell them.

In this regard, answer the following questions:

- (a) Discuss the ethical issues involved in the above case.
- (b) Despite the legal and institutional measures, discuss the reasons behind the prevalence of child labour in India:
- (c) In context of the given situation, what steps will you take to address the issue of child labour in the district? (Answer in 250 words) 20

(a) Ethical issues

- ① Prevalence of child labor - violation of Article 24
 - ② Inhumane working conditions - hazardous environment
 - ③ Exploitation of tender age of children against Article 39
 - ④ Apathy, emotional desertification in employers who accumulate wealth without work
 - ⑤ District administration failure to check issues
- (b) Reasons for child labor inspite of laws, institutions
- (i) Poor enforcement of laws and weak institutional coverage - Child labor laws

- (ii) Ease of child employment - no grievance redressal requirement, happy with poor wages
- (iii) Children unaware about their labor rights
- (iv) Preference in certain professions - Matchstick, rat hole mining where size matters
- (v) Willingness of parents to send children for extra income (poverty induced misery)

(C) Steps to address child labor

- ① Key issue is lack of employment in the state - I would focus on skill development and promotion of sale of handicraft (PM VIKAS) to prevent child forced into labor
- ② Legal deterrence - exemplary punitive measures (monetary and jail term) for

child labor employers.

- ③ Child education - MDM provision with quality teachers, including digital education
[eg] Saweshwan Bhure 'Padhai Tohar Dwar'
(IAS) initiative
- ④ Digital campaigns - social media for sensitisation, Penal portal for crowd reporting of violations
- ⑤ Technological lessons from Australia and Congo in mining - long wall mining uses large machines and are efficient
- ⑥ For adult employees, proper safety equipment in place - else spot fines and temporary closure provisions

Though resource mining is important for India, it must not be at the expense of child labor and exploitation.

11. आप एक टेलीविजन रियलिटी शो के निर्माताओं में से एक हैं। यह शो देश में बहुत लोकप्रिय है और समाज के सभी वर्गों एवं विभिन्न क्षेत्रों में इसके दर्शकों की अत्यधिक संख्या है। हालांकि, एक विवाद सामने आया है जिसमें शो के नवीनतम सीजन में, फिल्म उद्योग के एक प्रतियोगी, जिस पर उसके कई सहकर्मियों द्वारा यौन उत्पीड़न का आरोप लगाया गया है, उसको एक प्रतिभागी के रूप में शामिल किया गया है। कई मीडिया कंपनियों ने इसकी रिपोर्ट की है और महिला उत्पीड़न के देश के सबसे हार्ड-प्रोफाइल कथित आरोपी व्यक्तियों में से एक को राष्ट्रीय मंच पर लाने के लिए शो की आलोचना भी की है। वे इसे उन महिलाओं के अपमान के रूप में मानते हैं जिन्होंने अपने उत्पीड़न के मामलों को बहादुरी से प्रकट किया था।

निजी तौर पर आप भी ऐसा ही महसूस करते हैं और आपका मानना है कि ऐसे विवादित व्यक्ति को शो में नहीं शामिल किया जाना चाहिए था। हालांकि, जब आप अन्य निर्माताओं से इसके बारे में बात करते हैं, तो वे मानते हैं कि विवाद शो के लिए अच्छा है, क्योंकि यह मुफ्त में प्रचार करता है। साथ ही, उनका कहना है कि कोई व्यक्ति तब तक दोषी नहीं होता है जब तक कि न्यायालय द्वारा उसे दोषी घोषित न किया गया हो और मीडिया ट्रायल के कारण किसी व्यक्ति के करियर को खराब नहीं किया जाना चाहिए। इसके अतिरिक्त, विचाराधीन व्यक्ति शो के होस्ट के अत्यधिक करीबी है, जो कि देश में एक बेहद लोकप्रिय सार्वजनिक हस्ती है। इस शो को बहुत पसंद किया जाता है और शो की सफलता भी उस पर निर्भर है। कोई भी निर्माता होस्ट को नाराज नहीं करना चाहता है। दी गई स्थिति में, निम्नलिखित प्रश्नों के उत्तर दीजिए:

- इस प्रकरण में शामिल नैतिक मुद्दे कौन-से हैं?
- आपके समक्ष कौन-से विकल्प उपलब्ध हैं और आप क्या कार्रवाई करेंगे?
- ऐसे प्रकरणों में मीडिया द्वारा ट्रायल के सकारात्मक और नकारात्मक प्रभावों पर चर्चा कीजिए। (250 शब्दों में उत्तर दें)

You are one of the producers of a television reality show. The show is very popular in the country and has a wide viewership among all sections of the society and across various regions. However, a controversy has emerged wherein in the latest season of the show, a contestant from the film industry who has been accused of sexual harassment by many of his co-workers has been accepted as a participant. Several media houses have reported it and have criticized the show for giving a national platform to one of the country's most high-profile alleged perpetrators of female harassment. They term it as a denigration of those women who had bravely spoken up about their harassment.

In a personal capacity, you also feel the same and are of the view that such a controversial person should not have been invited to the show. However, when you talk to other producers about it, they opine that the controversy is good for the show, as it generates free publicity. Also, they say that a person is not guilty unless the court of law declares so and the career of a person should not be sabotaged due to media trial. Moreover, the person in question is very close to the host of the show, who is an extremely popular public figure in the country. The show commands a huge fandom and success of the show is also contingent on him. None of the producers want to antagonize the host.

In the given situation, answer the following questions:

- What are the ethical issues involved in the case?
 - What are the options available to you and what will be your course of action?
 - Discuss the positive and negative impacts of trial by media in such cases.
- (Answer in 250 words) 20

(a) Ethical issues in Case

- ① Alleged objectification of women and violation of their bodily and spiritual integrity
- ② Lack of Responsible work ethics - the larger the public base, the bigger the responsibility
- ③ Issue of media trial to sabotage a person's career
- ④ Lack of Objectivity and display of severity in the behaviour of other producers
- ⑤ Unethical means to promote channel - Controversy can harm social moral fabric but company prefers commerce over morality

(b) Options available to me

- ① → Agree and work like other producers
- ② → Confront the show host, expressing my

reservations

- ③ → Refrain from producing the episodes where the controversial person participates
- ④ → Open criticism of said person on social media

Course of Action

- (i) I would persuade my fellow producers to understand that channel promotion is not our only goal.
- (ii) Person with poor gender sensitisation is bound to bring bad publicity and create a bad image for the reality show
- (iii) If producers agree, we collectively would approach the show host, asking him to refrain from calling the person to the show.
- (iv) If host refuses, I would be obliged to give a written undertaking of

not producing the episodes where the person participates

(v) My actions are driven by my conscience and solidarity towards the victims of sexual harassment

(vi) I also understand that media has overhyped the issue against the alleged culprit person. Hence I would participate in public forums to urge them to let law take its course.

(vii) I would also urge the person to not make public appearances, even when he is innocent so as to not harm public sentiments.

(c) Trial by media - positives

- ① Puts issues into public domain in very simple and understandable language

- ② Engagement of public also encourages other victims to speak up
- ③ At times, such trials discover evidence important for investigation by law agencies

Media Trial - negatives

- ① Politicisation of issues
- ② Breaks the principle of 'innocent until proven guilty'
- ③ Victim harassment - 'Multiple times forced to relive the trauma'
- ④ Against principle of Justice
- ⑤ Against separation of powers.

A responsible media is the biggest asset, but a biased and unethical media is a real threat to democracy.

12. आप हाल ही में भारत के एक महानगर में जल आपूर्ति और सीवेज बोर्ड के मुख्य कार्यकारी अधिकारी के रूप में नियुक्त हुए हैं। हाल ही में, एक ऐसी घटना हुई थी जिसमें दो गरीब लोगों की शहर के एक पॉश मोहल्ले में सीवर की जोखिमपूर्ण सफाई के दौरान मौत हो गई थी, जिसमें शहर के शीर्ष कॉर्पोरेट प्रमुख रहते थे। प्रारंभिक रिपोर्ट में पाया गया कि उक्त मोहल्ले के कुछ निवासियों ने स्थानीय शहर प्रशासन की जानकारी के बिना सीवर की सफाई के लिए निजी कर्मचारियों को नियुक्त किया था। संबंधित निवासियों के साथ-साथ दोनों मृत लोगों को काम पर नियोजित करने वाले निजी ठेकेदार के खिलाफ उनकी लापरवाही के कारण हुई मौत का मामला दर्ज कर लिया गया है। यह शिकायत उस मोहल्ले के निवासियों के लिए एक चौंकाने वाली घटना थी, जिनमें से अधिकांश ने पहले कभी कानूनी कार्यवाई का सामना नहीं किया था।
- जांच के दौरान मोहल्ले के लोगों ने शिकायत की कि स्थानीय प्रशासन लंबे समय से सीवरों की सफाई नहीं कर रहा है, जिसके कारण उन्हें निजी कर्मचारियों को काम पर रखना पड़ा। आपको यह भी पता चला है कि नगर प्रशासन में मेंटेनेंस कार्यों को लेकर असमंजस की स्थिति बनी हुई है, जिसका आज तक कोई समाधान नहीं हुआ है। समग्र रूप से नगर प्रशासन भी आवश्यक दुनियादी ढांचे के निर्माण और सीवेज सफाई से संबंधित कार्य करने के लिए सुरक्षात्मक गियर प्रदान करने के लिए धन की कमी का सामना कर रहा है।
- दूसरी तरफ, मृतक के परिजनों ने मुआवजे के लिए सरकार पर दबाव बनाना शुरू कर दिया है। साथ ही, मीडिया ने भी इस घटना के लिए नगर प्रशासन की उदासीनता को जिम्मेदार मानते हुए हंगामा किया हुआ है और मोहल्ले के हाई प्रोफाइल निवासियों के खिलाफ दर्ज शिकायतों को वापस लेने के लिए दबाव बना हुआ है।
- उपर्युक्त स्थिति के आलोक में, निम्नलिखित प्रश्नों के उत्तर दीजिए:
- संबंधित मुद्दों के साथ प्रकरण में शामिल हितधारकों की पहचान कीजिए।
 - दिए गए प्रकरण में आपके समक्ष उपलब्ध विकल्पों का मूल्यांकन कीजिए। आप इनमें से कौन-सा विकल्प चुनेंगे और क्यों?
 - भविष्य में ऐसी घटनाओं को रोकने के लिए आप कौन-से दीर्घकालीन उपाय करेंगे? (उत्तर 250 शब्दों में दें)

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

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

During the investigation, the residents of the neighbourhood complained that the local administration has not been cleaning sewers for a long time, forcing them to hire private workers. You also come to know that there has been a confusion over the maintenance works in the city administration,

with no resolution till date. The city administration, as a whole, has also been facing a shortage of funds to build the requisite infrastructure and provide protective gears to carry out the sewage cleaning work.

In the meantime, the family members of the deceased have started pressurising the government for compensation and there has also been a media blitzkrieg blaming the apathy of the city administration for the incident and pressure to withdraw the complaints registered against the high profile residents of the neighbourhood.

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

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

20

a) Stakeholders and issues

(I) Residents

- Problem of hygiene due to no maintenance
- Failure to encourage administration into action
- Neighbourhood in bad limelight

(II) City Administration including me as CEO

- Failure to check manual scavenging
- Inability to manage funds for smooth operations
- Lack of equipment for hazardous cleaning

(III) Deceased and their family

- Loss of breadwinner - 'Accident of life'
- Await Compensation.

⑥ Options available

- ① Release compensation to deceased and order full-scale enquiry
- ② Withdraw complaint
- ③ Legal measures against private contractors
- ④ Tap innovative financing options for future

I would opt for a mix of options ① and ③

→ My deepest condolences with the deceased and compensation will be the least to be done by the State, which has failed to check modern Untouchability and forced Labor

→ Complaint will be thoroughly processed with witness statements from neighbourhood, CCTV footages to punish accused.

→ Compensation will be obtained from the contractors and residents responsible.

② Long term measures

① Functional Sewage management system

- ↳ Funds from Social stock exchanges, spot fines for plastic pollution etc.
- ↳ Continuous monitoring
- ↳ Citizen report Card on monthly basis to track progress

② Protective gear in functional quality

- ↳ Inspiration from best practices like Hasira Daru

③ Media management to prevent unnecessary blame-game in future

④ Strict check on employment as manual cleaners.

