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GENERAL STUDIES (TEST CODE : 861)

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Medium Hindi/Eng.	ENGLISH	Registration Number	29481
Center	—	Date	5-08-17

INDEX TABLE			INSTRUCTIONS
Q. No.	Maximum Marks	Marks Obtained	- Do furnish the appropriate details in the answer sheet (viz. Name, Registration Number and Test Code). उत्तर पुस्तिका में सूचनाएं भरना आवश्यक है (नाम, प्रश्न-पत्र कोड, विद्यार्थी क्रमांक आदि)। - There are FOURTEEN questions printed in ENGLISH & HINDI इसमें चौदह प्रश्न हैं तथा अंग्रेजी और हिन्दी में छपे हैं। - All questions are compulsory. सभी प्रश्न अनिवार्य हैं। - The number of marks carried by a question/part is indicated against it. प्रत्येक प्रश्न/भाग के अंक उसके सामने दिए गए हैं। - Answers must be written in the medium authorized in the Admission Certificate, which must be stated clearly on the cover of this Question-Cum-Answer (QCA) Booklet in the space provided. No marks will be given for answers written in medium other than the authorized one. प्रश्नों के उत्तर उसी माध्यम में लिखे जाने चाहिए जिसका उल्लेख 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।
1(a)	10		
1(b)	10		
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9	20		
10	20		
11	20		
12	20		
13	20		
14	20		
Total Marks Obtained:			
Remarks:			

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

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

EVALUATION INDICATORS

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

Overall Macro Comments / feedback / suggestions on Answer Booklet:

1.

2.

3.

4.

5.

6.

All the Best

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

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

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

Role models are individuals and personalities that have deep influence on the thought and behaviour of those surrounding them.

They, through their positive actions, inspiring conduct and high standards of ethics and principles can inspire others to inculcate the same values.

For example, a teacher through his positive outlook and ideals can positively influence her students and help them to adopt the same ideals in their conduct as well.

Actions that leaders can take -

1) Lead by example: They must always lead by example by practising what they preach or stand by. Nobody would like to listen to another person's sermon on honesty if he himself is not honest.

2) Set goals and the means to achieve them : this gives a positive orientation to the whole organisation and they feel more inspired to do their tasks.

3) Give a higher place to principles : leaders can through their own conduct set certain principles for the organisation and not let those principles falter even in difficult circumstances.

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

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

According to Aristotle, the most important task of the speaker is to convey his ideas to the audience.

For this not only the credibility of the speaker is required but also an emotional connect with the audience is important to put forth a logical argument.

Hence, for a credible speaker to convey a logical argument emotional connect with the audience becomes important.

This so as - for example - if a speaker is addressing an audience on how stealing from someone is wrong,
 ↳ he may first himself be a man of integrity
 ↳ must not have stolen in his own life,
 ↳ must be able to use an argument on immorality or illegality of stealing.

But finally, he must have an impact on the audience so that they

inculcate the values the speaker talks of.
For this he must establish an
emotional connect by being able to relate
to his audience and understand their own
position.

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

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

Public funds are a very important source of carrying out various public works in India. For example spending on social welfare, health, building schools or spending on defence.

Various ethical challenges associated with the utilization of public funds in India.

1) Public property: Public funds are funds collected through taxation. Hence they ultimately belong to the people.

2) legality: of expenditure. Whether the funds appropriated are sanctioned for the said purpose?

3) Viability: where the said project funded by public money is viable or not?

4) Public interest: whether any public interest is served or not by such expenditure.

5) Authority: whether the said party is authorized to make the expenditure?

Q2) Public funds are funds collected by way of taxation and hence belong ultimately to the public.

The challenges can be effectively dealt ~~with~~ by following some strategies.

- 1) Understand and being clear about the cause for which the money has been sanctioned.
- 2) Checking and preventing if there are any instances of misappropriation or maladministration. For example corruption.
- 3) Making sure that value for money is being achieved by avoiding acquisition of any suboptimal property or material.
- 4) Ensure accountability is ~~maintained~~ maintained throughout the chain of command.
- 5) The general public must be informed about the expenditures done through the use of public funds.

Handling and spending money money in a democratic set up calls for ultimate power to the people. And hence, every effort must be made to ensure that people's trust remains in the system.

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

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

The social media have been one among the many inspiring changes that the 21st century is seeing.

It has opened new places and forums to express one's opinion and to inform the public. Such exposure and openness are having varied effect on the country.

Social effect :- 1) Openness and more interaction amongst the people.

2) Greater integration of the country through the online line platform.

3) More awareness about the social issues of the country.

Political effect :- 1) Awareness about rights.

2) Social media has also emerged a tool of taking active interest in national affairs.

3) A platform to mobilize public opinion.

4) Use of campaigns for voicing one's political opinion. Example campaigns related to elections.

5) A democratic space which gives a platform to the people.

b) The ^{social} media has played a very important role in influencing and changing attitudes, particularly of the youth.

The 'democratization of information' that social media has facilitated has led to the youth emerging as an important element of national awakening.

Youngsters are taking active interest in all that concerns them and the nation at large.

However, instances have also emerged where the new freedom facilitated by social media has been used to harass others through hate speech, stalking & online threats.

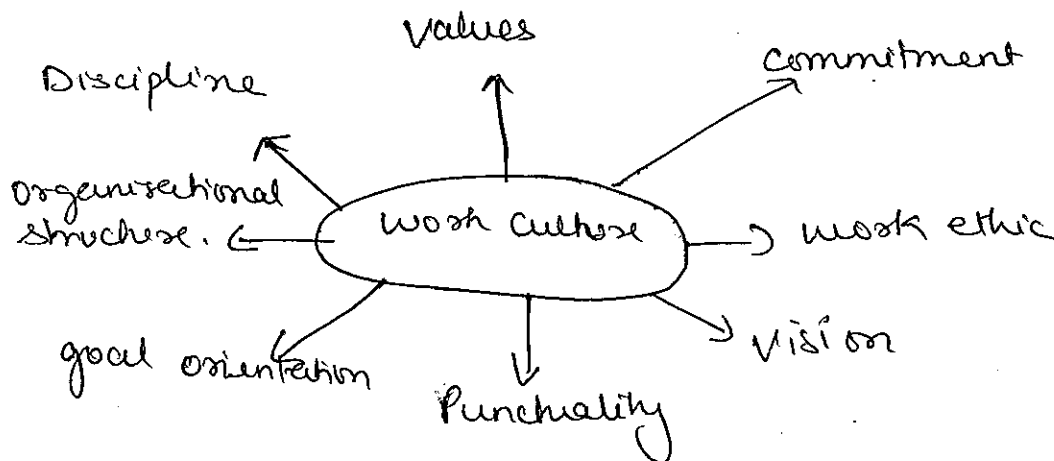
Hence, it is important that social media is used in the most positive manner to bring a social change.

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

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

Any organisation's work culture is a very important indicator of the principles and ideals that the organisation stands by.

The various components of an organisation's work culture are



Key issues;

- 1) To understand what the organisation stands by,
- 2) To have a clear cut policy for workers and their role in the organisation.
- 3) Inspiration to workers and alignments of their individual aspirations to the goals of

the organization.

4) An incentivising system of rewards to boost performance.

5) Sharing of credit amongst all the members of the organization.

6) Understanding the role of the organization in the society at large.

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

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

The right to do and the right thing to do have emerged as two conflicting positions in the study of ethics.

a) For example a conflict may emerge if a wealthy person is indulging in lavish behaviour while across the street a poor man is dying of hunger.

In this case, the wealthy person has all the right to spend the money as he wishes to spend but the right to do would be to buy the poor man a meal.

b) In a protest against injustice, the concept of legality also come in. For example many people protested against the racist policies of British in India. Though the laws of the time had given the British an invariably beneficial position, the right thing for the Indians to do was to fight against

Influence melted out to them.

Hence, when fighting against injustice the right thing to do assumes importance. However, care must be taken to understand the legality and situational requirement of such instances.

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

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

The individual is seen as a unit of a larger community. He/she reflects the needs, demands and aspirations of the time and also interests of the community.

In Indian context, the community has assumed central importance as it was advocated that the concept of individuality were not entrenched in the Indian society.

However, the present context demands a different view. The individual interest and community interest demand a sensitive balance. Though, there may sometime emerge conflicts a calibrated position must be reached.

For example, an individual interest may lie in openly smoking in the public but that is against community interest as it puts a negative externality on the society.

Similarly excessive egoism of individual interest may lead to rebellion

dike situation.

Hence, both individual interest and community interests are complementary and achieving the fulfillment of interests of all individuals with a separable safeguarding of community interest would be the best combination.

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

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

Vision and intentions are both necessary for laying down a particular goal set for the future.

While vision suggests a broader view of what one aims to achieve, intention is the intent behind the action and the expectation to do it.

However, equally important are the process of implementation, tools used and the established system.

For example, Mahatma Gandhi had a vision for what an independent and free India would look like. For this he devised the concept of swaraj and self rule.

The political tool he used was that of satyagraha and process of implementation was mobilisation of public opinion and participation of the people.

The established system was provided

by his ideology and the work he had done amongst the masses.

↑ Hence, vision, intention, a process of implementation and tools used with an established system are all necessary for the realisation of political ethics.

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

Swami Vivekananda was one of the most important social and religious reformers of modern India.

He had brought religion to the centre-stage but at the same time gave new meaning to it. For him religion was not an exercise of ritual but the rendering of oneself to the service of others.

In contemporary society, religion has become ever more entrenched and is used as tool of disintegration of the people. The teachings of Swami Vivekananda on service, harmony, peace and upliftment of the poor have become very relevant.

He had also laid great emphasis on the potential of the youth to bring national awakening. Today, India is one of a nation of one of the largest youth population. His

teaching may provide a renewed orientation
to the youth and imbibe them with a
sense of patriotism, commitment and service.

5. (b) Access to quality basic services plays a critical role in enhancing individual capabilities to participate fully in the growth of the nation. (a) Discuss the statement in the context of vulnerable sections of India. (b) Analyse the challenges with regard to quality service delivery in India. 10

गुणवत्तापूर्ण आधारभूत सेवाओं तक पहुंच वस्तुतः राष्ट्र के विकास में पूर्ण भागीदारी करने हेतु व्यक्ति की क्षमता को बढ़ाने में एक महत्वपूर्ण भूमिका का निर्वाह करती है। (a) भारत के सुभेद्य वर्गों के संदर्भ में इस कथन की चर्चा कीजिए। (b) भारत में गुणवत्तापूर्ण सेवाएं प्रदान करने के संबंध में आने वाली चुनौतियों का विश्लेषण कीजिए।

Basic services are services which must be accessible to all at all times. These include food, shelter, clothing, health. Without these it is impossible for an individual to actively engage in the growth of the nation.

a) Vulnerable sections of India comprise of women, children, old, minorities, transgender, lower caste and tribal people.

It is very important the vulnerable sections in India are assured of these basic minimum services so that they can improve upon their ~~status~~ conditions and take benefit of the opportunities that 21st century provides.

b) The challenge with regard to quality service delivery in India are many. These include:

i) Reach of state: is limited in remote and tribal areas where these services are

required the most.

2) Old customs, traditions and practices

For example even today in many regions in India a Dalit is not allowed to use community tanks or participate in social gatherings. This makes the reach of state very difficult.

3) Patriarchal norms which go against the

interest of women and result in their marginalisation both with the family and the society. In such a situation they are not able to take full benefit of the services provided.

4) Social stigma, attached to certain sections such as handicapped, disabled etc which renders them increasingly marginalised.

The need for basic services to all cannot be undermined and each individual has a right to a certain minimum. This is mandated by our Constitution and will help us achieve social equality, economic justice and dignity of the individual.

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

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

Emotional Intelligence is the ability to understand one's own emotions and their effects / impact on one's behaviour at the same time the emotional needs of others.

~~It is closely related~~

Though an individual trait, Emotional Intelligence is deeply influenced by cultural moorings.

For example, the Western society is based on the concept of individuality and individual responsibility. These individuals may be able to understand their own emotional needs and may have acquired a good understanding of self-awareness, but the concept of individuality may tilt their actions in favour of one's self over the needs of others.

In the Indian society, the tilt has been in favour of community existence and collective responsibility. Hence, the awareness is also more of the emotional

and cultural moorings of the society as a whole than those of the individual.

In India emotional intelligence is also about self regulation and self control and right conduct. These values ~~first~~ trace their origin in the ancient philosophy of India.

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

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

RTI has been the single most important landmark judgement in bringing governance reforms in the country.

It has given power to the people to know and to demand to know all that has been happening in the country.

The RTI act mandates a proactive disclosure of information by the authorities and also give power to individuals to file petitions in the failure of being informed.

It has resulted in greater participation of the people in governance of the country in which they have emerged as active stakeholders. It has also unearthed a number of scams such as 2g, coal scam and the Aiyazur deal scam.

Further, it has achieved its purpose by making the government more responsive

and authorities more accountable

However, a greater reform would come with the proactive disclosure of information by the authorities and strengthening of complementary legislation such as the Whistleblowers Act.

Overall, the RPI act has served its purpose well and has ushered in a new era of participatory democracy.

8. The decisive role that money plays in elections creates a vicious cycle of corruption. (a) Elaborate in the context of India. (b) Discuss whether state funding of elections can help in curbing the menace of political corruption in India. 10

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

Elections are the single most important event in the functioning of democracy in India, as it is through elections that various representatives of the people accede to the legislature and gain a right to represent the great people of India.

However, elections have also been closely related to cases of corruption, and create a vicious self-perpetuating cycle.

a) Indian context: Even though the Election Commission has put expenditure limit on candidates for elections, breaches continue to take place through instruments such as paid news, distribution of freebies etc.

It creates a vicious cycle as a candidate who gets elected through illicit means has his/her foundations wrong.

He, even before the start of his office already lost the moral right to represent. Further, he could indulge in even more corruption during his stay in office to earn back the money he spent on elections. His greed would go on increasing and he would make use of the illicit wealth acquired to fund another election to stay in power.

b) State funding of elections have been taken proposed first by the Dinesh Goswami committee.

It has been proposed as a way to root out the role of money in elections. As amount distributed by the state would shift focus of candidates from money towards policies and manifestos.

Further, it will ensure a level playing field where debate would be emphasized on policy and not money power.

State funding, hence, seems as a viable option. But here the problem is also that of morals. Hence, unless a moral awakening takes place amongst the politicians state funding ~~can't do~~ cannot do much.

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

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

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

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

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

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

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

Facts of the case:

- 1) Capital of the state is the technology hub of the country.
- 2) Overcrowded and congested capital
- 3) Need for a widened road to ease congestion and spur more operations.
- 4) Poor rural connectivity - Rural distress.

Stakeholders: 1) Rural people as any cut in the rural road development programme would make matters more difficult for them

- 2) The MNC operations as their business interests are there.
- 3) The General people of India as growth emanating from the capital would benefit them.
- 4) The Officer in charge (myself) as she has to take a call on the matter.

a) Challenges I face:

- 1) Social needs vs growth considerations.
- 2) Social capital vs economic effects expediency
- 3) Fund crunch.
- 4) Ensuring well being of the people as well as sustaining the capital city.

b) My priorities:

- 1) Ensuring that the people from rural areas are not suffering any hardship for the lack of development and infrastructure.

- 2) Avoiding any fatality arising out of the poor condition of the road.
- 3) Decongest the capital city and ease the traffic situation.
- 4) Ensure that business activities go on without any hindrance.

The above situation paints a very unique challenge where a call has to be taken without severely affecting any interest.

While the health of the rural is of paramount importance so is the MAR operation as they are to create numerous jobs and bring huge revenues to the state. This may ultimately benefit the local population as they will get a source of livelihood and the increased state finances may be used to create social infrastructure in rural areas, including state of the art hospitals and health centres.

First and foremost, the plight of the rural must be eased by ensuring that they are able to access health services in a timely manner. This could be done by allotting more doctors in the area and allotting finances for rural road construction. Help can also be taken from any ongoing scheme of the

central government such as Pradhan Mantri
Gram Sadak Yojana.

The need for road widening is also
important as it will have a multiplier
effect on the local economy as well the
GDP of the country.

Thus, innovative measures could be
sought such as crowd funding or a
PPP based financing measure to see
that the work is accomplished.

This would ensure public wellbeing,
national interest and sustained economic
growth.

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

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

(b) List the issues involved in the case.

(c) What will be your plan of action?

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

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

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

(c) आपकी कार्य-योजना क्या होगी?

a) Reason for peoples defiance, India is a secular nation but a deeply religious society. The people report great and immense faith in religious leaders as they see them being closer to god and repositories of supreme knowledge.

This could also be related to the rising consumption and crime in the society where religion offers a sacred place outside the

reach of any corrupting agent.

In this case as well it could be seen that people have immense faith in the leader of the sect and are more than willing to assist him from facing any hardship - in this case the courts orders.

Further, another reason could be the apathy towards law and violation of the rule of law.

b) Issues involved in the case:

- 1) People's emotions towards their religious leader.
- 2) Violation of the rule of law.
- 3) law and order situation.
- 4) Presence of ammunition points towards planning for defiance of law and ~~law~~
- 5) Presence of women and children among the followers.

c) Plan of Action

As the SP of the said district it is my duty to

- 1) maintain law and order
- 2) Carry out the orders given by the judiciary
- 3) Prevent any untoward incident from happening
- 4) Maintain Public Tranquillity.
- 5) And ensure that there is no overuse of

force against anyone, specifically the women and children.

Hence, I would first of all deploy more police personnel around the area to have a ready force to deal with any law and order situation.

Secondly, I would once again request the followers to vacate the place and respect the rule of law. I would warn them of the implications of it.

If they still refuse, I would warn the Ashram authorities of strict action if any case of incitement comes up.

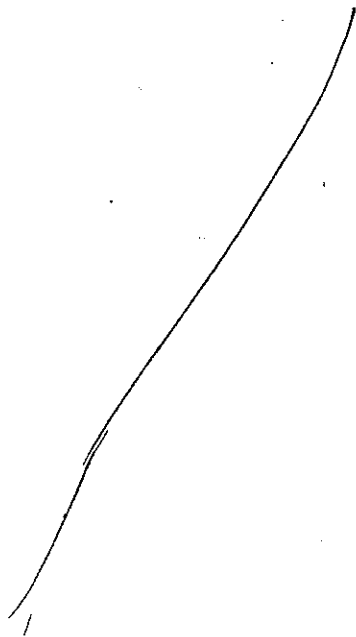
Since they have lodged up in the Ashram use of methods such as cutting off power supply could be done. However, it must also be made sure that every move is taken with caution as there are reports of ammunition to be present.

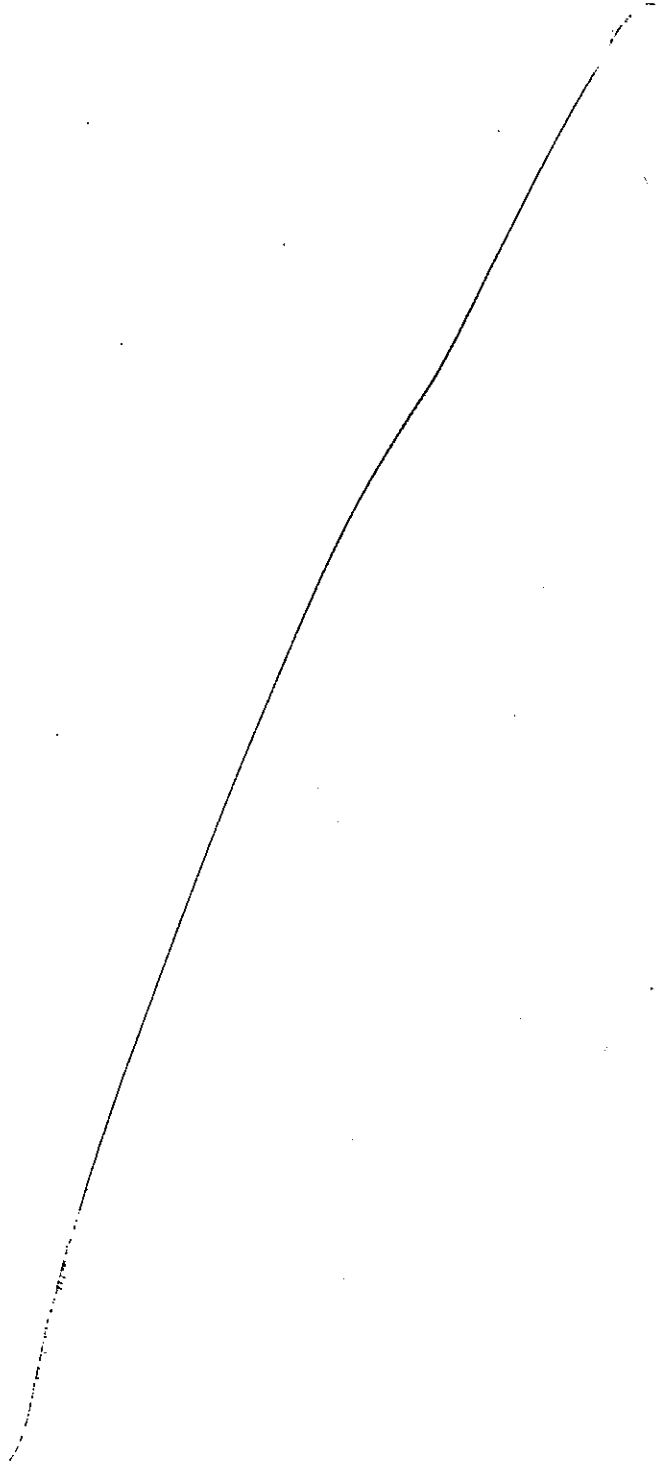
Force could be used if the followers still do not budge. In this I will make sure that enough women personnel are there and a ready supply of medicine and other supplies are there in order to avoid

any fatalities.

A fair trail of the said sect leader is important to uphold the rule of law and bring perpetrators to book, further action will be taken against those involved in the inciting the masses to gather in the said manner.

Public tranquillity is a prerequisite for social harmony and development and all efforts must be taken to ensure the same.





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

20

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

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

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

Facts of the case:

- 1.) Rameesh is the sole bread winner
- 2.) " he share good relations with the local facility manager, Suresh.
- 3.) Case of company's negligence comes up to Rameesh which took place years back.

Stakeholders: 1.) Rameesh as he has to choose between his professional commitments and his trustworthy relation with Suresh.

- 2.) Suresh, as he could be held liable for the act of negligence.
- 3.) The oil company as its reputation might come to question.
- 4.) The government as the authority have a right to take action.
- 5.) The general public as their right to health and safety are at stake.

a) Ethical issue involved -

- 1.) Personal relation vs Professional integrity
- 2.) Personal gain vs public good.
- 3.) Moral values and organizational ethics.

b) Options available

- 1.) Remain silent

Merit: 1.) He could remain committed to the organisational ethos of loyalty, respect and

Confidentiality.

2) Will leave his job as he is also the sole breadwinner of his family.

Demerit: 1) would amount to dereliction of duty.

2) Apathy towards public good.

3) Loss of integrity.

4) Violation of law as it would mean not following the procedure.

2) Report the case.

Merit: 1) Rameesh would be able to commit to his duty.

2) He would maintain his morality and integrity.

3) will be following the law.

4) The oil company would come to know of the incident and could put in place a more robust system so as to avoid any such incident in the future.

4) Liability would be fixed and without as a discouragement for future incidents of negligence.

Demerit: 1) Rameesh's job could come in jeopardy. His family would have to face hardship.

2) His relation with Surah would suffer a blow. He may be breaking his trust.

3) There could be seen as him violating the

Organisational ethic of confidentiality.

2) Talk to a senior employee or Board

Merit: 1) A comprehensive view could be achieved.

2) The Board / senior would be able to take note of the situation and even look into the matter to correct any misbehaviour.

Demerit: 1) He may still face some damage as it could only politicize the issue within the company.

c) If I had been at Rameesh's place I would have spoken to Sorach to reveal the incident himself so as responsibility could be fixed and also because Sorach is the manager and his account would hold value.

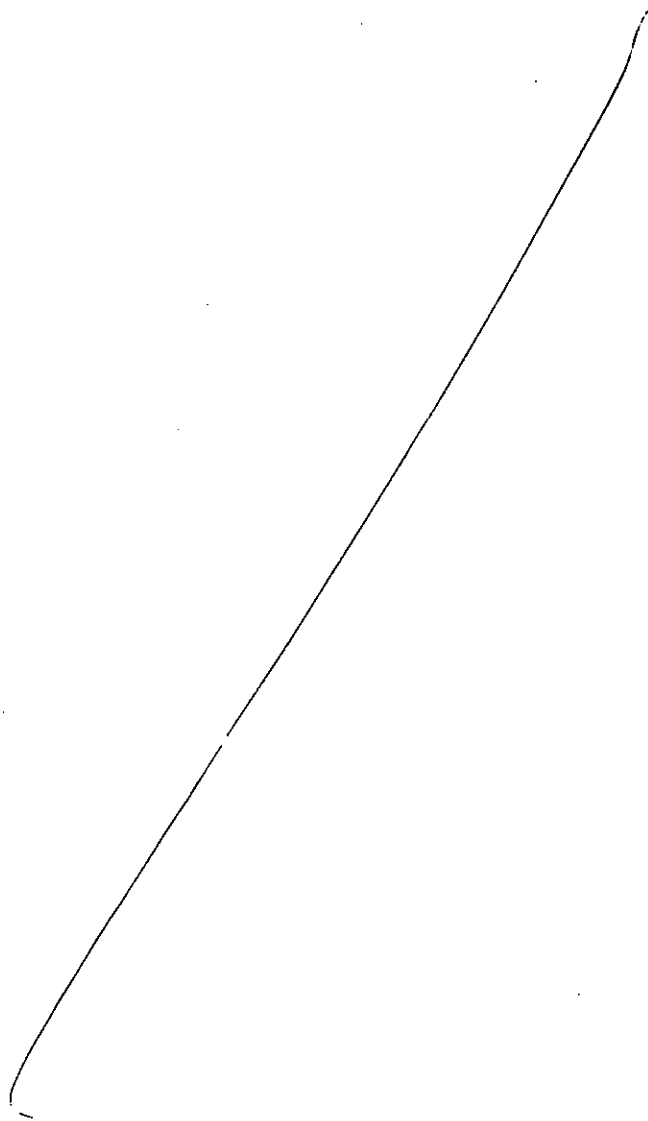
Had he not agreed, I would have spoken to a reliable senior employee on the Board so as to bring the matter to their attention.

I could have been possible that the ~~report~~ incident was not reported in the media because of ~~any~~ some corruption or tactics to silence the media.

If this is the case, then opening

the matter became more important for
~~the~~ maintaining the rule of law, and
punishing the wrong doers.

Being a whistle blower myself would
be the last option and only when I was
completely sure that considerable public
interest is involved.



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

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

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

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

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

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

Points of the case:

Increasing online harassment is a cause of major concern for ensuring the maintenance of dignity and safety of women.

In the present case the same concerns come up as women are repeatedly targeted.

Stakeholders apart from women include:

- 1) The general public as morality of the society is at stake.
- 2) The social media company as it has to make sure that its platform is not used for any unlawful incident.
- 3) The new users as any change in the rules would affect them as much.
- 4) The social media company as its revenue base could also be affected.

a) Options

- i) Make the account creation process more stringent so as to avoid duplicity or culprits from using the social media platform.

Merits: i) This would disincentive harassment of women as ~~could~~ coupled with deactivation of account the culprits would not be able to access the media base.

Also, this would show the company's resolve towards the society and women's safety.

Demerits: The revenue may go down as a result of fall in user base. This could also affect the company's growth prospects and the livelihood of its employees at large.

2) Hire more security cyber security personnel to track such cases and avoid their interface with others.

Merits: This would ensure the safety of the women on the online platform, further it could help create a ready reference base for tracking cases.

Demerits: There are no such elements in the case.

It would choose the second option as it would not be in violation of the policy of the human rights groups and at the same time would make sure that the media platform is not used in a wrongful manner.

Further, I can provide the reference data to the local police so that they can take stringent action against perpetrators.

b) Freedom of speech and expression
our guaranteed to all by the constitution
and are a very right to life and
liberty. Sharing ideas and being able to
express ourselves is what makes us human.

However this freedom is not
absolute and takes into account the
various obligation of the state and people.

View-point of different stakeholders

CEO: The company would want to
promote as much free flow of ideas and
discussion as possible as it adds to
their advantage in the market and at the
same time is a source of income for them.

Victims: In this case women have a
right to dignity and any violation of
that amounts to violation of another
their liberty.

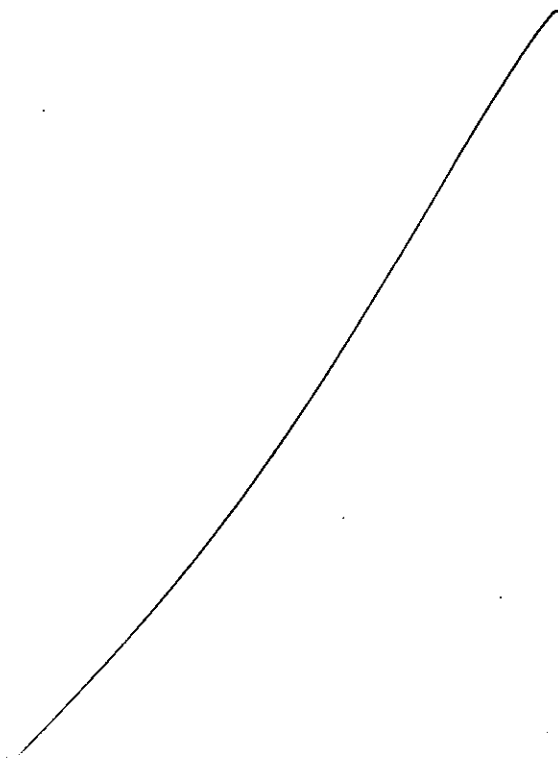
They would want healthy and
fruitful discussion as well as greater
participation as this is the reason why they
chose to be on social media. However,
unfavourable incidents may give lead to
their low self esteem and psychological and

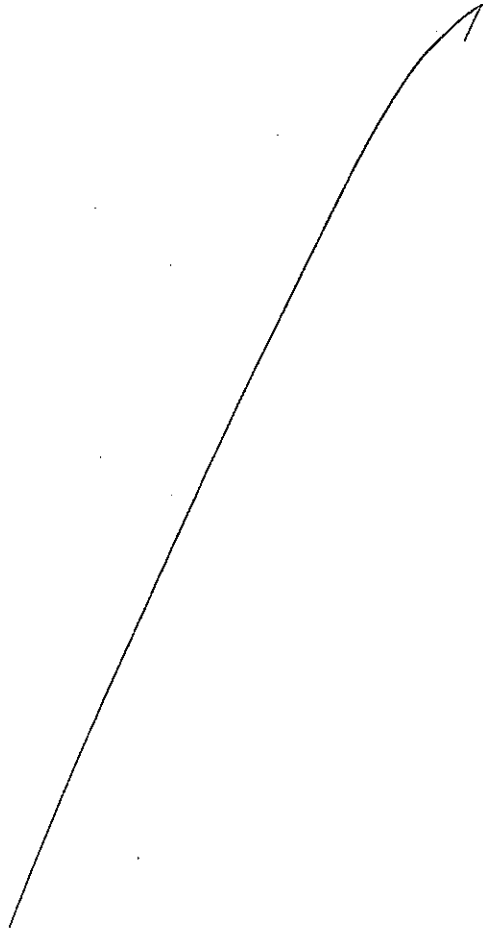
mented there.

Hence, they must be freed from any kind of bias or vulnerability.

Users: of the platform get a space to make their voice and opinions to be heard.

Society: Free flow of knowledge benefits the society. However, immoral acts put the society's interest at stake.





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

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

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

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

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

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

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

a) Options available

As an aspiring civil servant I will have a moral duty to frame public policies that ensures the well being of people.

In the above situation, I have the following options:

1) Politely and in detail talk to the parents of the friend and ensure to them that clinical depression is a common problem and not a sign of any deformity-

I could provide them with relevant data, and also arrange a phone call with the doctor so that they are better able to take a call on the matter. Examples could be given of celebrities who have faced similar situations but come out of it due to the love

and support of the family along with timely treatment.

2) I can also leave the matter as it is and up to the friend's parents as they might see my involvement as an interference.

3) Let him go back to the village as per his parents wish but keeping in contact and provide help through alternate means.

62 Option number 1

As it is mentioned that the friend is having suicidal thoughts it is my duty as a friend to make sure that his safety is assured.

It is also my duty to help him get out of depression by providing him with professional help.

The use of celebrity examples and professional call with the doctor may make them understand the gravity of the situation.

However, if this does not happen I may take other steps.

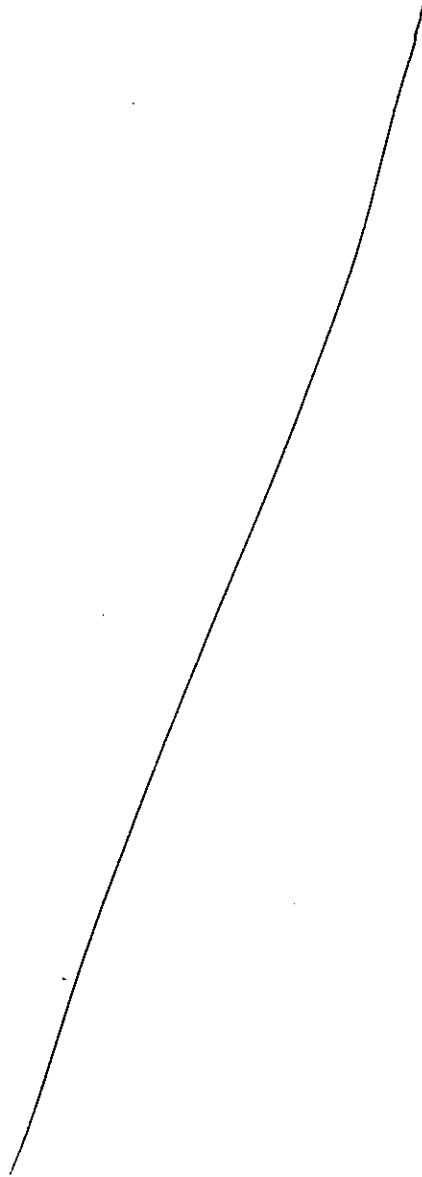
Option 2: Leaving the matter as it is will be a sign of ~~non~~ lack of compassion towards

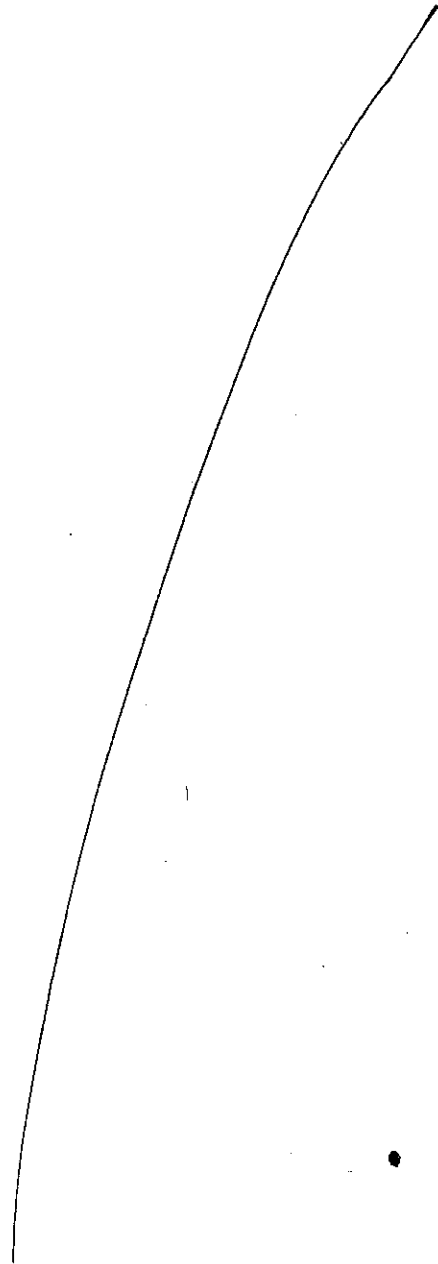
the friend and would also amount to deprivation of moral responsibility.

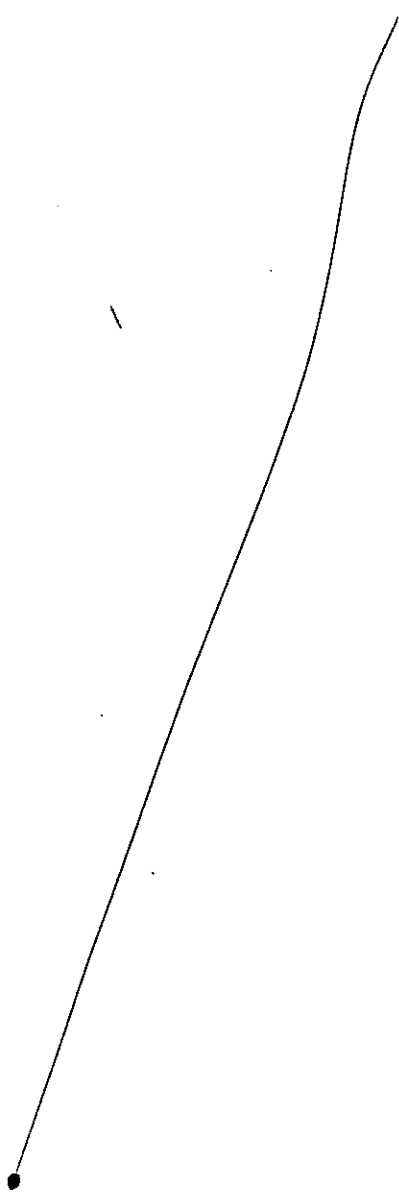
Option 3 : This seems as a feasible option as his deprivation could also be arising out of lack of familial support in the metropolitan city.

Further I may extend help with frequent phone calls and help him focus better. Example could be provided of those meritorious civil service aspirants who took years to clear the exam but did not lose hope and kept giving their best.

I would choose option 3 as it is the most suitable. It provides the friend with adequate parental support while he may also carry on with his preparation.







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

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

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

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

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

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

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

Facts of the case:

- 1) Case of an HIV infected person facing discrimination.
- 2) lack of responsiveness and compassion of the fellow employees.
- 3) lack of ^{adherence to} professional conduct ~~adherence~~.

Stakeholders: 1) Miss 'X' as she has faced mental trauma.

- 2) The company's name and image.
- 3) The other employees as they may be behaving a certain way because of lack of information.
- 4) Myself, as I have to take action.

a) Accepting her resignation and offering a compensation.

Merits: 1) The Company's image may remain untarnished in the public eye.

2) Miss 'X' could use the compensation to fund her treatment.

3) Would benefit the other employees as they would be able to perform their tasks without any issue.

Demerits: 1) The step would not be ethical nor would be in line with the Company's image of as an organisation promoting diversity.

2) Would be against the law as law mandates that no p/discrimination is faced by those infected with HIV.

3) The prejudice and ignorance of the rest of the workers would continue as they would not get a chance to correct their behaviour.

4) It would be against my professional code of conduct and morality.

2) Transferring her to another department.

Merits: 1) Miss X would be able to retain her job.

2) The Company's image would not be damaged.

to a great extent.

3) The work in the previous department where Miss X worked could go on.

4)

Demerits: 1) Miss 'X' tolerance may not be redressed in entirety.

2) The prejudice of other workers may still continue.

3) The Company's policy of entertaining diversity is not met.

4) Will be against the law as this could be seen as discrimination.

c) Ask her to continue and take strict action against the colleague.

Merits: 1) Miss 'X' dignity would be restored on the workplace.

2) Those discriminating against her would get a clear signal that the Organisation does not entertain such behaviour.

3) Law could be adhered to.

4) My professional code of conduct would remain.

Demerits: 1) May create animosity amongst the workers. And they may still continue their personal prejudice against Miss 'X'.

Q-3 work could get affected.

The above case is a classic example of the discrimination people with HIV face in their daily lives.

It is important that they are given the dignity they deserve and live life to its fullest.

I would use option C, however before taking it I would call for a gathering/meeting of all employees and aware them of the effect of their behavior on the fellow workers.

This could be combined with a workshop on HIV, so that the employees are well aware of the prejudices they had entertained earlier. This would help them ~~see~~ realise their mistakes and also give them a chance to correct their behaviour.

However, if after all this, a case comes up of discrimination, then strict action could be taken to adhere to the organization's policy as well as restore the dignity of the victim.

