



# VISION IAS

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## GENERAL STUDIES (TEST CODE : 861)

Name of Candidate	TAPASYA PARIHAR		
Medium Hindi/Eng.	ENGLISH	Registration Number	35234
Center	D.R.N.	Date	11/09/17

INDEX TABLE			INSTRUCTIONS
Q. No.	Maximum Marks	Marks Obtained	<p>1. Do furnish the appropriate details in the answer sheet (viz. Name, Registration Number and Test Code). उत्तर पुस्तिका में सूचनाएं भरना आवश्यक है (नाम, प्रश्न-पत्र कोड, विद्यार्थी क्रमांक आदि)।</p> <p>2. There are <b>FOURTEEN</b> questions printed in <b>ENGLISH &amp; HINDI</b> इसमें चौदह प्रश्न हैं तथा अंग्रेजी और हिन्दी में छपे हैं।</p> <p>3. All questions are compulsory. सभी प्रश्न अनिवार्य हैं।</p> <p>4. The number of marks carried by a question/part is indicated against it. प्रत्येक प्रश्न/भाग के अंक उसके सामने दिए गए हैं।</p> <p>5. Answers must be written in the medium authorized in the Admission Certificate, which must be stated clearly on the cover of this Question-Cum-Answer (QCA) Booklet in the space provided. No marks will be given for answers written in medium other than the authorized one. प्रश्नों के उत्तर उसी माध्यम में लिखे जाने चाहिए जिसका उल्लेख आपके प्रवेश पत्र में किया गया है और उस माध्यम का स्पष्ट उल्लेख प्रश्न-सह-उत्तर (क्यूसीए) पुस्तिका के मुख्य पृष्ठ पर अंकित निर्दिष्ट स्थान पर किया जाना चाहिए। उल्लिखित माध्यम के अतिरिक्त अन्य किसी माध्यम में लिए गए उत्तर पर कोई अंक नहीं मिलेंगे।</p> <p>6. Word limit in questions, if specified, should be adhered to. प्रश्नों में शब्द सीमा, जहाँ विनिर्दिष्ट है, का अनुसरण किया जाना चाहिए।</p> <p>7. Any page or portion of the page left blank in the Question-Cum-Answer Booklet must be clearly struck off. उत्तर पुस्तिका में खाली छोड़ा हुआ पृष्ठ या उसके अंश को स्पष्ट रूप से काटा जाना चाहिए।</p>
1(a)	10		
1(b)	10		
2(a)	10		
2(b)	10		
3(a)	10		
3(b)	10		
4(a)	10		
4(b)	10		
5(a)	10		
5(b)	10		
6	10		
7	10		
8	10		
9	20		
10	20		
11	20		
12	20		
13	20		
14	20		
Total Marks Obtained:			
Remarks:			

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

103, 1<sup>st</sup> 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 people others look up to. They exert huge influence over followers by affecting their thinking, thought process, habits, opinions, way of living, etc. They influence ethical behaviour of people in following ways:

- 1) By influencing their way of thinking

This affects the person's value structure and principles

- 2) By influencing their way of living

Role models prescribe certain acts and proscribe some other. This causes complete change in personality, adoption of new practices ultimately influencing ethical behaviour

- 3) By his/her actions

The role model creates an



example of ethical behaviour for others to follow.

For instance, Sachin Tendulkar is a role model for many, he has impacted people's ethical behaviour in general and cricketers in particular.

Leaders have power and influence over people in the organisation, thus, they can integrate ethical conduct in the organisation by following ways:

- 1) Leading by example
- 2) Creating a professional code of conduct for the organisation
- 3) Creating citizens charter and a follow-up mechanism
- 4) Monitoring mechanism
- 5) System based on rewards and punishments to incentivize employees.



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।

The statement by Aristotle is correct about persuasion, that, to persuade someone, there are three essentials of it:

- 1) Ethos, i.e., the credibility of the speaker
- 2) Logos, i.e., the logical argument
- 3) Pathos, i.e., the emotional connection with the audience

Acc. to Aristotle, all three are necessary. He says, if even if the first two are present, <sup>but</sup> ~~and~~ the third is absent, persuasion cannot be effective.

The reason behind this is that people require a connection (emotional) with the speaker to be persuaded by his agenda, as persuasion is an act which changes people's preferences. For example, a salesman

employs various tactics to persuade the buyers to buy a particular good, and one of them is that he tries to establish a particular emotional connection with them by showing that he understands their situation and his product can remove/reduce certain problem which the buyers generally face. Alongwith this, he establishes the credibility of his character and gives logical arguments to influence the buyers.



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।

Utilization of public fund is one of the most important functions of the state. Following are the ethical challenges associated :

### 1) Budget provisioning

The challenge is to rationalize where to spend more and where to spend less

For example, whether give more funds for Defence or for PDS.

### 2) Prevention of exclusion of beneficiaries

Welfare schemes aimed at poor must reach them. If any one person is excluded, he faces extreme hardships. Thus, preventing exclusion is another imp. ethical challenge (eg. PDS)

### 3) Reduction of corruption



- 4) Prevention of leakages
- 5) Exclusion of ghost beneficiaries  
No body must be able to take  
advantages of people's money,  
meant specially for poor people.  
eg. Ghost beneficiaries in MNREGS

Thus, the ethical challenges need to be tackled for efficient utilization of public funds and thereby achieving the desired results.

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।

Social media is one of the most democratic media to express one's views in the present times. It provides the opportunity to express views freely and anonymously.

(a) Impact of social and political culture of the country.

Effect on social culture:

Positive:

- 1) Empowers citizens
- 2) Provides for social inclusion
- 3) No discrimination based on caste, culture, language, race etc. for it provides equal opportunity to all
- 4) Integration of society - increasing respect for other cultures and



societies with increase in knowledge about them

### Negative:

- 1) Increase in hate crimes → owing to the inflammatory posts of some people
  - 2) Increase in social disharmony
  - 3) Recruitment in
  - 4) Anxiety (eg. Sarahah) increases
- Political Culture - impacts on it:

### Positive:

- 1) Increase in whistleblowing activities
- 2) Mobilising public opinion on issues
- 3) Online protests
- 4) Creation of awareness

### Negative:

- 1) Mobilisation for political benefits by creating false propaganda
- 2) Increase in fake news

b) Social media has huge impact on attitudes of people by provision of different views, portrayal of different cultures, advertisements. Especially that of youth. However, it has become a reason for increasing depression, anxiety etc. too.



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

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

Work culture of an organisation has following components :

- 1) Hierarchical structure
- 2) Discipline in following rules
- 3) Relations of employer and employee
- 4) Relations between employee interse
- 5) Gender equality
- 6) Grievance redressal mechanisms
- 7) Cultural and linguistic and other diversities

The above components together define the work culture of a particular organisation.

Following are the issues that need to be addressed to create a more developmental and performance oriented culture :

1) Coherent ethical code of

- 1) Merit based promotions
- 2) Performance based hierarchy
- 3) Provisions for grievance redressal mechanisms
- 4) More scope for discussions and deliberations for better performance

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?

Many a times, in life, there are conflicts between ~~a~~ a person's right to do something and the right thing to do.

(a) Following are the examples :

i) Abortion : This has two ethical issues which conflict with each other :

i) Mother's right over her body, her life and right to choice

ii) Foetus's ~~to~~ right to survive/life

This conflict becomes more intense in case of pregnancy of a girl out of rape.

2) Euthanasia : Issues are :

i) Right to life includes right to peaceful and less painful death



ii) life not creation of human beings, but a divine endowment

(b)

This conflict balances the both sides, because none can be said to be superior to the other. When someone wants to protest against injustice, it favours both the conflicting parties.

Therefore, to resolve it, the ~~co~~ circumstances are taken into consideration.

For instance, in case of abortion of the fetus of a girl of teenage, who is a victim of rape, her right to choice and health takes precedence over the fetus' right to life.

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।

Interest of the community as a whole, has to take into its ambit the interests of an individual too, otherwise the interest of community is not real.

In the recent times, there have been instances wherein the rules have been dictated in the interest of the community, without understanding the interests of individual, let alone of including his/her interest.

For instance, arguments for retention of triple talaq and its frequent use until the SC's judgment. This practice of triple talaq was defended to keep intact the religious practices of Muslims as a whole, however, it failed to understand the

sufferings of Muslim women.

Therefore, as an individual is part and parcel of a community, the interests of community must be the collective interest of the individuals and not of majority.



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

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

Politics is the lifebreath of a nation and political ethics ~~are~~ give it the required legitimacy. Political ethics are not limited to the immediate goals but have the vision and intentions it aspires to achieve as necessary components. Vision and intention give shape and identity to the ethics to be followed in politics. If vision and intentions of a political agenda are ethical, they are ~~included in~~ make politics ethical, thus becoming a part of political ethics.

However, only the ethical vision and intention are not sufficient, but the implementation process and tools employed are equally important to render the

whole political process ethical .  
For instance, Gandhiji had a noble  
vision and intentions in mind  
when creating a programme  
for non-cooperation movement (NCM)  
and he wanted to base it upon  
and achieve it through the  
means of truth and non-violence.  
This is the importance of means  
is shown by him when he  
withdrew the movement  
following the non-violent Chauri-  
Chaura incident.



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।

Teachings of Swami Vivekananda are relevant till today. Especially more so in the times of rising intolerance for religions, increasing Islamophobia, trends of protectionist policies all over the world. Swami Vivekananda believed in harmony of all religions. For him all religions were true and had some common basic tenets, which are essential for co-existence of all religions. For him, service to man was service to god, thus, focussing on the benefit and happiness of the individuals, diffusing the boundaries of religions. Therefore, all the current problems of radicalisation, Islamophobia,

hate crimes, intolerance, etc.  
could be solved by just following  
his principles of respecting all  
religions and their peaceful  
co-existence.



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.<sup>10</sup>
- 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।

With the changing role of state in the modern societies, from a provider to the facilitator, thrusts upon the idea of creating a basic infrastructure to enable people to fully participate in growth of nation.

This applies to the vulnerable sections of the society, be it SCs or STs or OBCs or the differently abled or women.

All can be given the desired basic services like education, health, housing, basic food, sanitation, social security in good quality and ultimately making them capable of being economically, politically, socially empowered, contributing, therefore,



in the growth of the nation,  
socially, economically and politically.

(b) Following are the challenges with  
quality service delivery :

- 1) Exclusion of beneficiaries
- 2) Lack of awareness about services
- 3) Digital exclusion
- 4) Non-affordability
- 5) Non inclusion in banking  
infrastructure
- 6) stiffness to behavioural change
- 7) Lack of funds
- 8) Corruption and leakages.

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 a part of a person's personality which regulates the emotional behaviour of a person, making him/her more aware of emotions, ability to regulate them making him/her empathetic to others' <sup>emotional</sup> requirements.

A person's personality is shaped by the cultural moorings, thus, influencing his emotional intelligence. Culture teaches an individual certain moral and ethical tenets, it teaches ways to control emotions and be empathetic to other people's emotions, thus, making the person emotionally intelligent.

Indian society is very different from western society. The former



It is inclined towards spirituality and compassion as opposed to the latter's materialistic approach. Moreover, the Indian society is reeling under various problems of widespread poverty, gender inequality etc. which makes application of emotional intelligence an absolute necessity. Moreover, Also, Indian society demands more people-to-people interactions, calling for emotional intelligence, in contrast with more mechanized, automated and digitised western society.



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 completed its 10 years of implementation and has risen as a potent weapon in the hands of the citizen.

Success of RTI in governance reforms:

- 1) More transparent government by application of Section 4 for mandatory information provision
- 2) Better record keeping
- 3) Unearthing of scams has led to less corruption owing to fear of law
- 4) Responsible governance
- 5) Efficiency has increased

However, there have been certain lacunae, which are following:

- 1) Pendency of cases
- 2) Misuse of secrecy clause
- 3) Lack of manpower with CIC

- 4) Only less the 2% of population using the Act
  - 5) Not many authorities provide voluntary information  
(70% of information asked for was ~~was~~ to be voluntarily disclosed)
  - 6) Lack of awareness
  - 7) No protection to whistleblowers
  - 8) Policy paralysis and fear of bureaucrats to act
- Therefore, the Act has empowered citizens in more ways than contemplated; but more can be done by bringing amendments to the Act, by clearly defining the exclusion clauses and empowering the CIC better. Moreover, exclusion of political parties even after declaration of CIC ~~doesn't~~ reflect well.



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।

(a) Money is an important resource in election campaigns. The vicious cycle of corruption is created by accepting donations from people, generally big businessmen etc., in exchange for promises of helping them with their needs.

Therefore, a businessman gives donations for election funding, and later the elected candidates who received donations favour the donor in different ways, leading to corruption. And this has to go on for the very reason of staying in office, thus, creating a vicious cycle.

(b) State funding of elections can be helpful in rooting out this politician-businessmen nexus.



The practice is followed in countries like Sweden. However, it cannot be said to be the only solution; moreover, its implementation can be difficult in the multiparty system of India. Also, the parties should be free in a democracy to conduct their affairs and not be restricted.

Therefore, the recommendation of 2<sup>nd</sup> ARC might be given a thought which calls for partial state funding of elections.

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

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

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

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

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

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

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



I am the officer in charge of the development planning of a state, wherein I have to balance the interests of various stakeholders, like MNCs and rural people, in the present case.

(a) The challenges before me are of:

- 1) prioritizing interests of conflicting stakeholders
- 2) creating a plan for holistic development of the city

(b) The capital, which is the technological hub of country, is overcrowded and traffic congestion is prevalent. On one hand, there is proposals of MNC to expand their operations and creating jobs, revenue and ultimately lead to development of city. But, for this, they demand widening of road from SEZ to airport.

However, on the other hand,



the road connectivity in rural areas is in abysmal condition which needs attention urgently, as there are even reports of deaths due to delay in hospitalization.

In this situation, the immediate priority is to provide the basic required infrastructure to rural areas. And this can be done with the help of the MNCs to invest in the rural roads by way of CBR requirements. Moreover, by using the Technology, I will undertake the e projects like telemedicine and mobile vans etc.

With this, I will go ahead with the ~~the~~ widening of road from SEZ, to facilitate business and investment which will create revenue for further investments in rural areas and will provide jobs also leading to the overall development of the city.

Thus, balancing both the interests  
is the best way to reach the  
goal.









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?

*I am the SP of a district, wherein a large no. of followers of a sect reside and I am given the orders to arrest the leader of the sect by the Court, in two days. I ~~am~~ have to execute the arrest, without letting the followers cause unrest as they*

gathered in the ashram in large numbers with the intelligence input that there are ammunitions in the premises. Moreover, the request urging the followers to leave the site has failed.

- (a) The leader of the sect has been convicted by the court for his involvement in illegal activities. But, people seemed to be unmoved by the above fact. They have gathered in large numbers and have refused to vacate the premises.

The following can be the reasons:

- i) They consider <sup>that</sup> their leader ~~so~~ can do no wrong and generally in India, such leaders ~~can~~ are considered incarnation of god and above the law. Thus, blind faith in him, ~~due~~ to which, they even ignore his



wrongdoings.

- ii) The benefits that these followers receive from the leader and the ashram, i.e., provisions for food, medical help, psychological needs, shelter, etc. This makes them believe in the leader faithfully and above the state for his presence where the state failed to provide the basic needs.

iii)

- b) Following are the issues involved:
- i) Law and order problem, due to presence of crowd and ammunition
  - ii) Defiance of orders by the crowd
  - iii) Possibility of violence and harm to people, including, women and children.
  - iv) Controlling the crowd and executing the arrest effectively

(c) Looking at the situation, which can turn violent, and can cause harm to people and property, I ~~can~~ will take following actions:

- 1) Will inform and deliberate upon the situation with the political leadership
- 2) Will call for a standing force (armed forces, paramilitary and Police)
- 3) Will apply S. 144 of CrPC in the area based on the intelligence given
- 4) Will search the premises for ammunition by a search warrant obtained
- 5) Will proceed with the arrest and manage the crowd, if necessary, by using force after exhausting ways like tear gas, water canons etc. to disperse it.

This will secure arrest and will ensure that the situation is under control all the times.

6) Thereafter, the security of the arrested leader is also of concern, thus, will make arrangement for shifting him to a secure place and make sure the way and location is not disclosed to anybody.





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 केमिकल्स 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।

\* Ramesh, who has been working in an affiliate of an oil company, as the sole bread earner of the family, has got an opportunity to become the consulting engineer for the company and have a stable income. He has been recommended for the post by Suresh, who is the manager of the affiliate. During conversation, Suresh mentions of an oil spill to Ramesh some 50 years ago. Ramesh is in dilemma, as the same was not disclosed to legal authorities.

(a) Following are the ethical issues involved :

(i) Moral principles v. personal benefit

Ramesh is in a situation wherein he can either uphold his moral principles and forego the job or can let go of his principles and



keep the job, for he is the sole bread earner of family.

(2) Obedience of law v. loyalty to company and its benefits

Ramesh can either obey the law, by reporting the oil spill, or can be loyal to the company and gain from it.

(b) Following are the options available :

(1) Uphold the moral principles, and follow the law and tell the legal authorities about the spill as required by state law.

Merits:

- 1) This way Ramesh upholds his ethics and shows his respect for environment
- 2) Will lead to investigation and will ask company will be asked to be more careful

and compensate, which will  
prevent further incidents.

Demerits:

- 1) By doing this, he might not be given the job as suggested by Suresh.
- 2) He will lose an opportunity to earn stable income

(2) By adhering to advice by Suresh and keeping quiet about oil spill

Merits:

- (1) This would save the job
- 2) As no harm was caused due to spill, nothing to be informed about

Benefits:

- 1) might give the company encouragement to do whatever

it wants  
2) Laws will not be respected.

Therefore, it would be appropriate for Ramesh to go with the first option even at the cost of job, as he is a hardworking person, and some other company might reward his honesty.





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

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

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

I am the CEO of a social media company that provides a platform for people to interact. However, there have been incidents of women harassment and cyber bullying. I have to take of that along with the business by creating easy options to sign up to increase user base.

(a) As people can ~~delete~~ create new accounts and after being deactivated or blocked for their activities; there is human rights issue involved with verification of account details, which is also deemed lax by public authorities.

Moreover, I need to increase my user base, therefore, have to facilitate easy sign up, which will increase revenue by increasing advertisements.



Therefore, to tackle the problem effectively, I have following options:

- 1) To ignore the issue of cyber bullying etc. and let people take the issue to law enforcement on their own and save the right to speech and expression to people

Merits:

- i) this will increase my revenue
- ii) Will ensure freedom of speech & expression

Demerits:

- i) morally incorrect
- ii) responsibility as a CEO to ensure the platform not misused

- 2) To make creation of account difficult by checking the background from database

Merits:

- i) ensures dignity of women
- ii) restriction needed on freedom

Demerits

- i) stringent
- ii) hurts financially

3) Keep blocking and deactivating the accounts after complaints

Merits

- i) ensures dignity of women
- ii) effective immediately

Demerits

- i) doesn't curb the wrongdoings effectively

All the above options are not adequate, therefore, I will follow the below method:

acknowledging my moral responsibility to provide a safe and socially good platform

I will create a complaints mechanism, after which the culprit will be deactivated first and his information stored, if he attempts to create account, he will be screened, and then will be given a warning ab initio. Later, if he repeats it  $\Rightarrow$  he will be complained about to the cyber cell of Police in the area.





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 हैं?

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

My friend is suffering from clinical depression and his family is not supportive rather it is denying any such thing. He has been called back to his home, which might not help him.

(a) Mental health is equally important to physical health and depression needs understanding and a supportive environment. Ignoring the problem, aggravates it further.



Following are the options available to me:

- 1) To again reach out to the parents and try to make them understand about the problems of mental health and that it shouldn't be seen as a stigma by
    - showing videos of awareness
    - making them speak to the doctor on phone/video call
    - showing videos of famous people who have come out of it eg- Deepika Padukone
    - or - trying to make them talk with their son and tell them his thought process and view about life.
  - 2) After this ignore the situation altogether and focus on studies
- Merits:
- This option takes me to my goals, and only after I become a civil

servant, I can think of policy making

Demerits:

- i) Morally wrong as a friend  
and as an aware citizen  
and as an aspiring civil servant

(a)

First option

→ merits

- i) helping a friend when in  
need
- ii) tries to remove the stigma  
attached with moral health

→ demerits

- i) affects studies

However, the first option is the most appropriate one and it makes me perform my duty as a friend. This would go a long way in my career and life.

Therefore, I will try to help my

friend and bring him out of  
depression with the help of his  
family and later help him with  
his studies .







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।

I am the Managing Director of a multinational company, proud of its diversity, toleration and its CSR works. ~~One~~ Miss X, an employee, has contracted HIV and following the policy that she wouldn't be discriminated after revelation, she disclosed the same, but faces discrimination. She submit her resignation and intends to sue the company.

(a) The option of accepting the resignation and suggesting a compensation so that she refrains

from suing, has following merits and demerits:

### Merits:

- 1) will save company from embarrassment
- 2) handle the immediate situation

### Demerits:

- 1) Morally wrong to ignore the main problem of discrimination inspite of the rule.
- 2) Will promote the ~~issu~~ practice of discrimination
- 3) Giving compensation to not to sue is shutting down her voice.
- (b) Persuade her not to resign and transfer to other department

### Merits:

- 1) Solves the immediate problem
- 2) Saves the image of company
- 3) Against the policy of company



Demerits:

- 1) doesn't remove the cause of problem
- 2) changing the department might lead to same situation again

(c) Ask her to continue with job and take strict action against colleagues who discriminated.

Merits:

- i) solves the problem of discrimination by punishing and creating example before others
- ii) Morally correct

Demerits:

- i) doesn't attack the mindsets of people

ii)

The third option is somewhat correct, and I will follow



it with some modification like, asking the colleagues who discriminated to ~~the~~ Miss. X, then take action against them, warning for future repetitions; Also, I would take lead and remove stigma by eating with Miss X and sharing water, showing how it shouldn't matter what she is suffering from. Then, I will try to change mindsets by creating programmes by showing videos etc. and educating them. Also, will undertake CSR activities in this area.



