



An Institute for Civil Services

IAS TOPPER'S

TEST COPY

KUNAL AGGARWAL

Rank - 211

Ethics

ETHICS, INTEGRITY AND APTITUDE

Time Allowed: 3 hr.

Max. Marks: 250

Q.	Marks	Instructions to Candidate
1.		<ul style="list-style-type: none">There are 19 questions.All questions are compulsoryThe number of marks carried by a question/part is indicated against it.Content of the answer is more important than its length.Answers must be written in the space provided. <p>Any page or portion of the page left blank in the Question-cum-Answer Booklet must be clearly struck off.</p>
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Name Kunal Aggarwal

Roll No. _____

Mobile No. _____

Date _____

Signature Kunal

1. Invigilator Signature _____

2. Invigilator Signature _____

SECTION - A

Q1. What is goodness? Does it help in achieving our personal and professional goals in the real world? What are the disadvantages of goodness? Should we be deterred by disadvantages of goodness? (150 Words) (10 Marks)

Goodness is being fair and just to people. It is a behavioural aspect and reflects in one's action. Goodness is about caring for others around you and helping them.

It plays an important role in achieving our goals :-

- ① ~~Your~~ Goodness reflects in actions and others reciprocate to your goodness.
- ② In the personal world, one would be more happier and satisfied.
- ③ Goodness as being morally right and following ethics help you in professional environment.
- ④ Helping colleagues and caring for them build a better work culture and thus ensure achievement of goals.

Remarks

However, Goodness might also bring you in conflict with many people in personal and professional world.

- ① Vested interests might hold it against good people.
- ② Some people might take goodness as foregone and cheat with good people.

③ It is difficult to follow the path of truth and righteousness. However, these difficulties should not act as deterrent. One should not be discouraged by the actions of other people. One's action should be guided by his integrity and moral principles. The world has both good and bad. One must be absorb the good and positive and continue on the path of Goodness.

Remarks

Q2. Answer the following questions with respect to importance of cooperation and coordination for healthy work culture:

- (a) Temperance and Prudence fetch respect from colleagues rather than the high intellectual level. Do you agree? Illustrate with example.
- (b) Why creating a better world requires teamwork, partnership and collaboration? What are the major obstacles in team work? How can we overcome such obstacles?
(75 Words Each) (5×2=10 Marks)

(a) At the office, there are situations when you are at disagreement with other colleagues and want to ~~dispose~~ your view. They are heated arguments in team meetings. At these movements, it is ~~for~~ one's temperance that helps. One needs to calm down, take a step back and respect others' point of view. Similarly, prudence i.e. being able to analyse the situation and task at hand critically is important. Being careful about one's action is necessary. There could be high losses to the reputation and property of the organization. The intellectual level is not the only thing. It may bring ~~you~~ one in conflict with other

Remarks

colleagues which may be detrimental to the work culture. Team coordination and cooperation are built through Temperance and prudence.

- (b) Team work, partnership and collaboration are important to creating a better world because:-
- ① One person can not do everything and change the world.
 - ② Diverse perspectives are important to creating a world.

Ego and high self-esteem, overconfidence and a weak team are major obstacles to team work. They are detrimental to the growth of the organization. Following can be done

- ① Team building activities which increases coordination & trust among members.
- ② Every member should be given personal space for growth and contribution.
- ③ Establishing the right work culture from the beginning through discussions, policies of the organization and setting correct expectations go long way in team work.

Remarks

Q3. What is intuition? Why intuition is considered as a special attribute of a good leader?
What is the significance of intuition in governance and administration?

(150 Words) (10 Marks)

Intuition is the feeling of something being right. This comes from the unconscious self due to past experiences and knowledge. Intuition may not be always correct but it feels to be correct.

It is a special attribute of a good leader as a leader faces many situations where he/she has to go by intuition in taking a decision.

Significance in administration

- ① Helps in speedy decision making
- ② Helps when data or scientific facts are not available.
- ③ Ensures the compliance with inner conscience of the administrator.

Governance and administration requires

Remarks

intuition in dealing with diverse set of people

However, intuition can be incorrect and may prove fatal. Intuition should not be governed by ~~the~~ misconceptions and should be complemented with rationality.

Remarks

Q4. Elaborate the traits required in Civil servants to be an "efficient administrator". What does efficiency implies with respect to the Civil Services. (150 Words) (10 Marks)

Efficiency is an important quality for any person. For a civil servant efficiency is all the way more important.

Efficiency for civil servant means

- ① Prudent and correct usage of public funds
- ② Ensuring the delivery of public service in time and without inconvenience to people.
- ③ It includes the efficiency of the organization. A ~~public~~ civil servant is seen through the organisation.

A civil servant's efficiency as an 'efficient administrator' can be seen from following traits:-

- ① Punctual — His punctuality to attend to people and his subordinates are important.
- ② Prudence — In usage of public funds, he needs to be prudent and ensure the correct usage as needed for public interest.
- ③ Performance — His delivery of service would show how efficient he is in ensuring people's satisfaction.

Remarks

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Remarks

Q5. What is persuasion? Discuss the importance of persuasion in International Relations.
(150 Words) (10 Marks)

Persuasion is trying to convince and puting a point of view to others continuously over a long period of time with patience and arguments.

It is about trying to win over others through rational arguments.

Persuasion plays an important role in International relations. In the global politics, there are many States and all of them ^{have} their priorities and national goals. Perceptions of one state may not match with others in the group.

Persuasion plays a role here in trying to win over this state by others not through force but by arguments.

Ex:-

The western world had to convince everyone for reducing the trade barriers

Remarks

to promote economic welfare.
In international relations, while deterrence and hard power has a role, persuasion is important. The important steps towards protection of environment and reversing the climate change have come through only due to persuasion. It is since two-three decades that developing world has been trying to get rich and developed world to commit to funds for environmental protection. Now, it is in Paris climate Deal that it has been accepted after patient persuasion of mission.

Remarks

Q6. There are two statements given below. Explain their meaning and significance with respect to the contemporary times.

- (a) Life without thankfulness is devoid of love and passion. Hope without thankfulness is lacking in fine perception. Faith without thankfulness lacks strength and fortitude. Every virtue divorced from thankfulness is maimed and limps along the spiritual road.
- (b) Whoever fights monsters should see to it that in the process he does not become a monster.
- (75 Words Each) (5×2=10 Marks)

(a) Thankfulness is an important virtue. It generates value for other actions and privileges.

- Life is given to us and we should be thankful to our parents and society to give us this valuable life. It generates love for people.

Without thankfulness, each object is reduced to a materialist view and only satisfies the material passions. Without thankfulness, one loses the inner satisfaction attached with the object and action.

Remarks

(b) Fighting a monster is good. Fighting against bad and evil is a noble task. However, in this process, one should not become bad/evil.

On the same lines, Gandhiji had justified non-violence in achieving freedom for India. ~~After~~ There would be no difference b/w one and the monster at the end of the process otherwise.

Similarly, peace can not be achieved by war. Terrorism can be curbed by war. This is evident in West Asia which is suffering because of previous inhumane actions to curb extremism.

Remarks

Q7. Practically a Civil Servant is 24x7 on the job, which is full of setbacks and stress. What is the role of spirituality for unwinding, refreshing and augmenting physical and mental energy in a Civil Servant's life? How does spirituality help in delivering our duties with perfection? (150 Words) (10 Marks)

Civil servant is 24x7 on the job and is expected to be available for the organization and the people. It can get tiring and unhealthy disturbing the civil servant. Spirituality in such situations can play a big role in refreshing and augmenting physical & mental energy.

- ① Spirituality powers one with huge positive energy to do good things in life.
- ② It provides internal rest and strength to the mind.
- ③ Yoga can be an important tool to ensure physical energy.

Remarks

Spirituality ensures that we are committed to public service at all time. It ensures that we are not disturbed by personal pain and takes away the negative thoughts.

It ensures our efficiency in functioning and thus fulfilling the duties with perfection.

Remarks

Q8. A philosopher said "when I was young I wanted to change the world" and now as I am mature "I want to change myself". In the light of the above statement answer the following questions:

(a) Why did philosopher say so?

(b) The world does not change much, our perceptions do change. Explain.

(75 Words Each) (5×2=10 Marks)

World is evolutionary and changes with time on its own by actions of individuals in changing themselves. It happens a lot of time that we are focussed on changing the world. However, what is needed is change in ourselves.
'Be the change you want to see in the world'

We need to first change ourselves to make others change. It is our perception of the world that defines our change.

We often believe that we are right and do not see the perception of others. A young child has less knowledge and wants to mould the world accordingly. However, as we

Remarks

grow, we are able to see bigger picture and role of each component. Hence, ~~we~~ we are able to see how the required changes can be brought.

As we grow, our perceptions change. We open our horizons by meeting diverse set of people, interacting with our environment and understanding more. Our capacity to analyse the world ~~changes~~ for ex:- When one is confined to village, his perceptions about development is restricted. Similarly, living in one community restricts our frame of viewing the world. As we meet people from other community, understand their point of view, our perceptions are bound to change.

Remarks

Q9. Obedience is the hallmark of a bureaucrat, but obedience without discretion and questioning kills the ability of an administrator to be rational, fair and creative? What is the present state of bureaucrats in our country in this regard? Who is responsible for the present state - bureaucrats or political authorities or an archaic, obsolete and semi-feudal system?

(150 Words) (10 Marks)

Obedience to the political executive, to the organization structure and to the constitution of the country is the hallmark of a bureaucrat. In this process of obedience and following rules, creativity and fairness might be killed. Discretion helps them take moral decisions under subjective situations.

Presently, Bureaucrats are in a constant-conflict of obedience to people, political executive and constitution. This needs to be balanced within each organization. They are provided with discretionary powers which are often misused by political executive.

The responsibility for the current state of affairs goes to the bureaucrats, politicians and society at large. It is not without the support of society that

Remarks

such systems exist. There are good people in the system who survive the pressure from politicians through their inner strength.

It is the society which can bring a change in the system by demanding accountability. We have seen such cases like Right to Information movement and India against corruption.

Remarks

Q10. What does success means to a civil servant? What are the obstacles faced by them in achieving success in their career. What steps can be taken to win such obstacles? •
(150 Words) (10 Marks)

Civil servants are the trustees of people. They take the positions of high responsibility for people. Their success should be decided based on the welfare of people and not on their personal interest and economic success. Success for them is when they are able to ensure successful functioning of ~~higher~~ their duties by being fair, just and empathetic.

Obstacles in achieving success

- ① Vested interests of the people in and outside the organisation.
- ② Conflicts with in the organisation about the welfare of people.
- ③ Political pressures and interference in day-to-day jobs.

Remarks

Following steps can be taken to ensure success

- ① Integrity - One's integrity and honesty can help one tackle difficult situations.
- ② Re-engineer the process :- to face vested interests, re-engineering would help.
- ③ Consultative approach in function :- one must ensure a healthy work environment and a professional relationship with subordinates as well as seniors. This will help tackle the political interference as well.

Apart from this, growth in job and personal satisfaction are important. It can not be denied that an economic standard and quality of work needs to be ensured.

Remarks

Q11. Explain with examples how Whistle-blowing in civil services is both an ethical and unethical act if seen in different perspectives? (150 Words) (10 Marks)

Whistle-blowing is an important part of administration to ensure compliance with law and deterrence to culprits.

- Whistle-blowers bring out the unethical acts to the light and to the superiors so that right action can be taken.

In the light of public, this is highly ethical action. For people, the administration should function for public interest and should help people. In their perspective, ~~any~~ ^a step to punish the offender is ethical.

- However, whistle-blowing involves giving out someone's secrets or information to superiors without giving them a chance to come clean.

It may lead to his ~~resignation~~ ^{the} termination of duty. His family and

Remarks

children may have to suffer. Hence,
from this point of view, it is an
unethical action.

~~The administration can however ensure~~

Remarks

Q12. Answer the following questions based on the linkage between religion and ethics:

- (a) What is "Dharma" in Indian cultural and religious ethics? What is "Raj Dharma" according to Indian thinkers? With reference to the ruling class in India, assess the extent of observation of "Dharma" and "Raj Dharma."
- (b) Why is there a conflict between religion and rationality? Which of the two is a better guide for the promotion of morality in a society? Is being rational also being just and fair?
- (75 Words Each) (5×2=10 Marks)

(a) 'Dharma' in Indian cultural and religious ethics implies morality and righteousness. Dharma is a concept that covers a person's action in personal as well as professional life. 'Raj Dharma' is to protect its people and ensure welfare of everyone in the society. Public service is at the helm of Raj Dharma. It is according to Raj Dharma, that public interest is put above the personal interest of the ruler and his/her family. The values of 'Raj Dharma' have deteriorated over time. The new ruling class is motivated more by personal interest and gain than the values of public service.

Remarks

⑥ Religion is a way of life which encompasses the lifestyle and beliefs of a person. It has been used to promote values in society since ancient times.

Rationality refers to ~~the~~ taking decisions based on correct views. ~~that~~

Religion and rationality comes into conflict because religion believes in morality and rationality in scientific truth. The base of religion is a God which rationality denies as it is not seen.

There needs to be mix of religion and rationality to promote morality. Religion has sometimes promote immoral practices like untouchability. Rationality can not always bring morality in itself. Scientific truth is limited to what is already discovered. It may not be fair and just due to historical and socio-cultural past.

Remarks

Q13. Tobacco smoking is a fashion and an addiction too, which has some established relation with the disease of cancer. Government has recently decided that 85 per cent of cigarette packet should display cancer warning, which the tobacco companies opposed and appealed in the court, but the court upheld the decision of the government.

- (a) Do you think that such a display on the packet acts as a deterrent to cigarette smoking? What are the other ways by which change in attitude and preferences can be brought in people who smoke out of fashion or addiction?
- (b) What is the use of prohibiting smoking if it generates revenue on the one hand and gives choice and freedom to enjoy people their lives as they wish? Do you agree? Give reasons.

(75 Words Each) (5×2=10 Marks)

(a) Tobacco smoking is a fashion and an addiction. It has many harmful effects. As per recent WHO study, majority of tobacco consuming people reside in low and middle income countries. In India itself it kills million people every year. Recently, govt increased the size of display warning of packets to act as a deterrent. This warning is known to most people who indulge in smoking. They are addicted to it and the display does not deter them. However, the display may stop new consumers. To bring attitudinal and preference changes in people, more needs to be done. Following are some options:-

Remarks

- ① De-addiction centres
- ② Alternatives to cigarette such as the new chewing gums
- ③ Education is important to ensure a slow and gradual withdrawal
- ④ Consular and medical support should be provided.

Smoking obviously generates revenue for the government and gives choice to people. However, it has following disadvantages which justify its prohibition:-

- ① For govt it imposes high economical costs due to healthcare and loss to productivity as per recent WHO study. These costs are higher than the income from taxes & levies.
- ② For people, due to its health impact, it reduces their choices and freedom in long term. Their family's freedom and choices are also restricted due to his/her addiction.

So, it is justified to impose prohibition and curb tobacco consumption.

Remarks

SECTION - B

Q14. Everybody lives and dies for the progress and prosperity of his or her own family and kith and kin. If one person gets on higher position of power and authority, the expectations of family members and neighbourhood increases from him that he would be instrumental in getting them into employment or business as well as other opportunities. The pressure is sometimes very high. Observe the following situations and answer the questions posed:

- (a) A civil servant who plays an important role in decision making in a government procurement deal was in severe dilemma. He was compelled by his wife and son to allow their companies to participate in the bidding process, which he was supervising and do favour to them by supplying few information. What should he do?
- (b) A marketing chief of a Public Sector Oil Company was urged and coaxed by the people of his village to open a gas agency in their village for the ease and convenience of the people in accessing clean source of energy. How can he fulfill such aspirations? Will it be justified to do such a favour where such decisions are taken by the pre-fixed criteria?
- (c) The brother of a high ranking police officer was found collecting money on weekly basis from the petty businessmen on the footpaths and pavements of a district where a new IPS trainee joins. What are the options before him-
 - (i) He should ignore him otherwise he would face the ire of his senior officer;
 - (ii) He should take the right action according to the provisions in the law and his charter of duty; and
 - (iii) Before taking any action, he should communicate with the senior officer as to what to do with his brother.

(250 Words) (20 Marks)

(a) As a civil servant and decision maker, it is his duty to ensure public interest is given priority in all decisions. In this case, his personal relations and expectations are opposed to the public interest.

Remarks

First of all, ~~the~~ his wife and son have all the right to participate in the bidding process. However, as there is a possible conflict of interest, he should distance himself from the decision-making process to resolve the conflict. He should not only ~~be~~ ~~seen~~ fair but seen to be fair by other stakeholders.

Secondly, if he cannot distance himself and needs to be involved, process should be transparent so that all stakeholders consider it fair and are given ~~give~~ equal playing field. -
last option that he has is to convince his wife and son about his ethical responsibilities and convince them not to participate.

These are conflict of interest that may arise frequently in contracts and employment. A ~~the~~ written legal process must be ensured such conflicts in long term.

Remarks

(6) People of the village want to access clean source of energy. This would add to their convenience and ease. There is high public interest. The market chief has to balance between the interest of the oil company and interest of people.

- Economic viability of the agency is important
 - All stakeholders including people and local government must be involved.

(1) Government options for viability gap funding must be looked at.

- As a public sector company, public interest is prime.

(2) ~~Talk to stakeholders about additional~~ Agency can be given out to CSCs or duty can be combined with existing govt offices.

- It would be justified to do such favours because people service is an important mission of agency. The chief must look at all avenues to counter the economic impact of such a favour though.

Remarks

(i) Ignoring would amount to abetting the practice and this would be illegal and unethical. People repose trust and faith in the officer which would be broken. So, action should be taken.

(ii) Right action according to the provisions of law would ensure legality and rationality of his action. However, this may disturb the relations with senior officer, which ~~for addition~~ can be detrimental to the work environment at office.

(iii) Consulting the senior officer would ensure a healthy work environment. May be the officer was also not in favour of his brother. In addition, he might be able to stop his brother and take the appropriate action.

Deterrence to such acts is important and legal action must be taken to build the trust among people.

Remarks

Q15. Due to the contemporary developments in the information technology and convergence, the access of adults and children to media including variety of entertainment have increased. The children have impressionable minds and the quality of entertainment would have a bearing on them even when they grow adults. One moderately rich family has two children who have given mobile phones to their children with internet connection so that they can complement their studies with huge amount of information and aids available on the internet. But they have found that their children are wasting a lot of time doing one or the other thing on their mobile phones even during study period. Although mobile is not permitted in their schools, when they come back from school, mobile becomes their best friend. Mother gets angry when she sees the children using mobiles even during study time and snatches their mobile phones. However, father says, that she should allow their children to 'grow with the technology of their times' and rather than 'forcing discipline' on them she should try to 'convince and educate them' on how they can use the technology 'with discretion and discipline'. He also shares his experience with her how he has seen in his company as a HR manager that 'discipline which is forced' has poor outcomes than that which comes due to 'education, awareness and discretion coming out of them.' Answer the following questions:

- (a) What are the options before parents to discipline their children? Discuss merits and demerits of each option.
- (b) What is the importance of "forced discipline"? How can it be sustained for a long time without discontent of the subjects? (250 Words) (20 Marks)

(a) Misuse of internet and mobile phones need to be curbed among children. The parents are worried about the education of their children due to time wastage on mobile phones. Following are the options available:-

① Take back their mobiles :-

Merit - ① children will not waste time on mobiles.
② Education outcomes might improve

Demerits - ① Children may find other means of their entertainment
② They may turn rebellious.

Remarks

③ They may hide from parents and buy mobiles, get involved in wrong practices etc.

② Educate them about usage of technology:-

Merits ① Long term impact of understanding the usage.

Demerits ① Takes long time to inculcate these values.

② Children may start hiding from parents.

③ Restrict their access but not stop

Merits :- ① They will still get the benefit of technology.

② They get their apt entertainment as well.

Demerits :- ① Rebellion from children is probable.

Parents should adopt a mix of ② & ③. Education is an important part of growing. They would be able to understand what is good for them. In addition, restrictions would help them in the beginning and ensure that they start taking interest in education.

Remarks

(b) ~~Forced~~ discipline is sometimes important to deter people from doing wrong ~~thing~~ actions.
 For ex:- Laws ensure a forced discipline among people ~~about~~ about traffic rules etc.

Sustaining a forced discipline is a challenging task. Human mind always try to find work arounds. Following are possible ways:-

- ① Strict enforcement:- A 24x7 vigilance to ensure compliance. However, it is seldom possible in any case. There may be discontent as well.
- ② Combine force with education:- Education is a powerful tool to build moral standard and inculcate these disciplines as values.
 Education through social media, schools etc. can help a lot.
- ③ Incentives:- Right Incentives are to be set for discipline. For ex:- Breaking laws attract punishment, following company timelines get praise from office and colleagues.

Remarks

Q16. You are head of an organization which has large public interface. One day an old man approaches you and complaints that one Assistant incharge of Old Age Pension Scheme is demanding Rs. 100.00 from him for clearing his pension claims. He has further revealed that this is a common practice in this office and those who do not pay the bribe money, are harassed.

You have become very upset with the state of affairs and want to solve the problem of the old man alongwith bringing some qualitative change in the work culture of the organization, for better service delivery.

- (a) What are the options available to you?
- (b) Evaluate each of these options and choose the option which you would adopt, giving reasons. (250 Words) (20 Marks)

The organization has a duty towards people especially when it is old age people. Demand of Rs. 100 from the assistant incharge is illegal and highly immoral. It is detrimental to the work culture of the organization which is built by its people. To solve this problem, I have following

Options

- ① Talk to all Officers and find out about the problem. ~~It will ensure~~ This will ensure that authenticity of the situation is ensured. It also gives everyone a chance to come clean and correct the culture.

Remarks

② Set up an enquiry and follow the legal process as per complaint received.

This is the legal action, ensures my compliance with law. However, ~~these~~ officers are not given a chance and the allegations may not be correct at all.

③ Training of officers :- Through training, we can inculcate the values of public service, empathy and respect for elders in the staff. This ensures a long term value change and sets the right work culture.

④ Use of technology :- Technology can be used to deter officers and reduce the public interaction through ICT. Re-engineering the processes would be important to ensure that no reversal of changes happen.

Remarks

The complaint must be addressed. First of all, I would ensure that the complainant gets his/her pension. asap. Parallely, trying to solve the problem, I would call up a meeting of officers to find out solutions. Without stakeholder involvement, solving these problems is highly improbable. In short term, technology adoption like CCTV cameras can help. However, for a long term change, sensitizing the officers and inculcating the right set of values is the way to go. Ethical training sessions could be organised. Depending on the feedback from stakeholders, a system of right incentives and deterrence should be put in place.

Remarks

Q17. As a Civil Servant working in the Ministry of Sports and Youth Affairs, make a case before the Minister for mandatory playgrounds and sports faculties in every higher secondary school and college. Suggest other measures to promote sports in the country for healthy growth of children and youth. (250 Words) (20 Marks)

~~Sports Play~~

following are the arguments that can be put forward:-

- ① sports play an important role in the overall growth of children. It helps in inculcating values like team work and healthy competition among children.
- ② Mandatory playgrounds would allow children to access sports facility in their locality.
- ③ Increased sports culture, would ensure that more people take up sports as profession and fetch India medals at international level.
- ④ Mandatory facilities will ensure a healthy workforce for the country which leads to better development opportunities.

Remarks

- ⑤ Good sports facility is the cornerstone to ensure a quality sports culture in schools and society.
- ⑥ ~~the~~ Girl child will be able to access sports facility strengthening 'Beti Bachao Beti Padhao' campaign of the Prime Minister.
- ⑦ Most benefitted would be the poor category and reserved category students as they are excluded from the costly private facilities. This will bring goodwill to the government and the ministry.

Sports are an important way to ensure a good development for India, the workforce i.e. demographic dividend is an important asset. ~~and we must~~ following are other ways to promote sports:-

- ① Playgrounds in villages and localities to be set up which can be shared by schools in cities.

Remarks

② Inter-school, inter-village and inter-state competitions should be promoted.

③ It is often seen that students do not have right equipments and can not afford them. These should be provided to the deserving students.

Remarks

Q18. There was a conflict between the students of upper castes and Dalit community in a central university. The Dean and Vice Chancellor called a reconciliatory meeting, but it did not yield any result. The other day violence erupted in some parts of the university and some hostels. Examinations are very close. Some students have to submit their Ph.D thesis or M.Phil dissertations. Some politicians from a certain section put pressure on the Vice Chancellor to take action against the agitating students.

- (a) Discuss the various options available to Vice Chancellor.
 (b) Justify why these options are worth considering? (250 Words) (20 Marks)

Conflict between students from upper castes and Dalit community have led to disturbed atmosphere and may cause harm to students and their education. Vice chancellor has the duty to ensure a peaceful atmosphere in university. Following options are available:-

- ① Suspension of agitating students of both sides:- This would calm down the situation and deviate their focus to suspension from this agitation. Other students will be able to focus on their studies as the examination are close.
- ② Bring the leaders again on same platform and resolve the conflict:- However, as earlier it had failed, this needs to come with added deterrence like re-stigmatisation of both sides.

Remarks

- ③ Involving all students and talking to them to calm down the situation temporarily. This would ensure a smooth conduct of examinations and study for people.
- ④ ~~Go~~ for a legal action against the agitating students. This would also calm down the situation. However, this also has the possibility of their supporters blowing up the situation out of proportions.
- ⑤ Delaying the examinations: VC has the option to delay examinations due to prevailing violence. However, this would encourage ~~student~~ agitators and set a wrong precedent for the educational environment of the university.

In this situation, VC needs to ensure an environment for students so that they can study and sit for examinations.

Remarks

However, depending upon the gravity of situation, delay in examinations should be looked at so that innocent does not suffer due to agitators.

Remarks

Q19. Manual scavenging refers to the practice of manually cleaning, carrying, disposing or handling in any manner, human excreta from dry latrines and sewers. The Government of India has adopted two-pronged strategy - eliminating insanitary latrines and developing a comprehensive rehabilitation package for manual scavengers through a survey. However, while manual scavenging for many may have ended as a form of employment, the stigma and discrimination associated with it lingers on, making it difficult for former or liberated manual scavengers to secure alternate livelihoods.

This is quite a common social stigma attached with them in the society.

One day few manual scavengers, employed to clean sewer and toilets inside the District Court complex by the Public Works Department, were neither given any safety equipment, nor gloves. When the advocates in the court premises opposed this, the engineer ignored them by denoting the manual scavenging as "a small work" with no hazards involved. When opposed by few advocates, it led to a fight between PWD workers and advocates. Later advocates called a press conference and raised the issue - "We saw few workers who were clad in their innies and were inside the drain cleaning it with bare hands. We (lawyers) got together and opposed it but the engineers did not listen to us. Despite the Supreme Court passing a judgment on this issue, it is shocking that even in court complexes manual scavenging continues. Even government organizations are not following the government rules."

You are a district administration head. Due to the above stated case, following situation arises:

- (a) All those involved in the manual scavenging and others ad hoc safaikaramchari went on strike and demanded for better livelihood. When you called all the community members for a meeting to discuss the issue, no one turned up.
- (b) Advocates came to you and demanded for stringent action against the official and threatened to go on strike.
- (c) When you called to PWD official for understanding their version of the issue, they told you that it was an urgent assignment pressurized from above; thus they did not have time going for scheduled procedure. They felt very demotivated.

What are the best options available to solve the above stated problems? How will you effectively address all the issues? And also discuss limitations of each course of action.

(250 Words) (20 Marks)

Manual scavenging is illegal as well as immoral. Their human rights are violated when they are treated like this and are involved in such menial jobs. In addition, there is a threat-

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to health of the scavengers.

As the case comes out to me as a district administration head, it is my responsibility to ensure their welfare and a curb on the practice.

~~Point~~
- If government offices do not follow the legal procedures, private offices can not be expected to. We must lead by example to ensure compliance.

- First thing to do is, the scavengers should given attention and their rights be respected. I must ensure that there is total curb in PWD on manual scavenging. They should be convince to come back to office. This would also need ~~to~~ buying equipments process for which should be initiated.

- The PWD officials' action was illegal. However, as said it was done due to pressurized urgency from above. There should be proper legal enquiry to ensure culprits are brought to book. It sets the

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Correct precedent for other departments.
 - However, as they are feeling demotivated, it must be ensured that the lower level official who were not responsible are protected.

- Strike by advocates will bring district judicial system to halt. This would mean inconvenience to the people.

These stakeholders i.e. advocates, scavengers and PWD officials should be brought on single table to discuss the issues after some action is taken.

- Advocates should be made to understand the urgency of the situation and why PWD officials committed the offence. However, these officials should be made to accept the mistake, tender an apology and ~~ens~~commit to non repetition of such behaviour.

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Limitations

- ① Ensuring welfare of scavengers and buying of equipment need funds. ~~and~~
- ② PWD officials might not be willing to settle scores with the workers. The higher officials may be unwilling to cooperate in investigations.
- ③ Like last time, the workers may not turn up again for the stakeholder discussion. ~~Hence, it is important.~~

As the district administration head, I must act as a mediator and resolve the conflict in this case.

Remarks

