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GENERAL STUDIES (TEST CODE : 1494)

Name of Candidate	PRINCE RAJ		
Medium Hindi/Eng.	English	Registration Number	624717
Center	Online	Date	09/11/2021

INDEX TABLE

Q. No.	Maximum Marks	Marks Obtained
1(a)	10	
1(b)	10	
2(a)	10	
2(b)	10	
3	20	
4(a)	10	
4(b)	10	
5(a)	10	
5(b)	10	
6	20	
7	10	
8	10	
9	20	
10	20	
11	20	
12	20	
13	20	
14	20	

Total Marks Obtained:

Remarks:

Signature of Examiner

INSTRUCTIONS

- Do furnish the appropriate details in the answer sheet (viz. Name, Registration Number and Test Code).
उत्तर पुस्तिका में सूचनाएं भरना आवश्यक है (नाम, प्रश्न-पत्र कोड, विद्यार्थी क्रमांक आदि)।
- There are **FOURTEEN** questions printed in **ENGLISH & HINDI** इसमें चौदह प्रश्न हैं 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-उत्तर (व्यूसीए) पुस्तिका के मुख्य पृष्ठ पर अंकित निर्दिष्ट स्थान पर किया जाना चाहिए। उल्लिखित माध्यम के अतिरिक्त अन्य किसी माध्यम में लिए गए उत्तर पर कोई अंक नहीं मिलेंगे।
- Word limit in questions, if specified, should be adhered to.
प्रश्नों में शब्द सीमा, जहाँ विनिर्दिष्ट है, का अनुसरण किया जाना चाहिए।
- Any page or portion of the page left blank in the Question-Cum-Answer Booklet must be clearly struck off.
उत्तर पुस्तिका में खाली छोड़ा हुआ पृष्ठ या उसके अंश को स्पष्ट रूप से काटा जाना चाहिए।

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SECTION - A

1. (a) What do you understand by probity in governance? Explain, with examples, how it enhances transparency and accountability in the administration. (150 words) 10

शासन व्यवस्था में ईमानदारी से आप क्या समझते हैं? उदाहरणों के साथ स्पष्ट कीजिए कि यह प्रशासन में पारदर्शिता और जवाबदेही कैसे बढ़ाता है।

Probity refers to strict adherence to high moral standards ~~the~~ while performing public duty / governance.

→ Free ^{from} corruption is the requisite for probity.

→ Probity refers to display of qualities such as:

- 1) Selfness
 - 2) Integrity
 - 3) Objectivity
 - 4) Transparency
 - 5) Accountability
 - 6) Openness
 - 7) Honesty
 - 8) Leadership
 - 9) Confidentiality
- with reference to public duty

Probity enhances transparency & accountability ⇒
 1) When ~~one~~ an official has probity in his
 duty, he will hold public above all
 & will be a man of integrity. Thus,
 will ensure transparency & accountability
 eg ⇒ He will never take bribe & ensure
 that if someone does, ~~strict~~ strict
 actions are taken on them

2) Being corruption free institution will
 reduce any trust deficit with public.

3) Offenders will be held accountable for
 any deviant behaviour.

eg ⇒ If any work is pending at some
 stage, those found guilty will be
 punished.

1. (b) Differentiating between empathy and compassion, discuss the importance of compassion towards weaker sections of society in the administration. (150 words) 10

सहानुभूति और संवेदना के मध्य अंतर स्पष्ट करते हुए, प्रशासन में समाज के कमजोर वर्गों के प्रति संवेदना के महत्व की विवेचना कीजिए।

Empathy → feeling someone's else's pain as if it was your own.

→ Placing yourself into shoes of others to feel what that person is going through.

→ Sustained feeling

eg → Seeing an old man shivering on road during Delhi's chilly winter night & to feel as if how you would have felt if you were in his position. That, you may have been felt so low & cold for if no one is there for you in the entire world.

Compassion → feeling someone else's pain as if it was your own & then ^{having} urge to alleviate the pain by taking some action.

→ followed by empathy
eg → Giving your jacket to the old man shivering in cold night.

Importance of compassion towards weaker section)

- 1) Upheld the moral principle of helping anyone in need.
- 2) Helps to go against 'Law of Karma' which believes people's sufferings are due to their own deeds & eventually serving the weaker section.
- 3) Helps to realise the values of social justice, 'Sarvodaya through Annyodaya'
- 4) Builds the trust of those suffering in the society.
- 5) Motivates others also to help those suffering who are

2. (a) Ethics may, at times, seem to be in conflict with law and vice-versa. Discuss with suitable examples. (150 words) 10

नीतिशास्त्र कई बार कानून के साथ संघर्षरत और इसके विपरीत प्रतीत हो सकता है। उपयुक्त उदाहरणों के साथ चर्चा कीजिए।

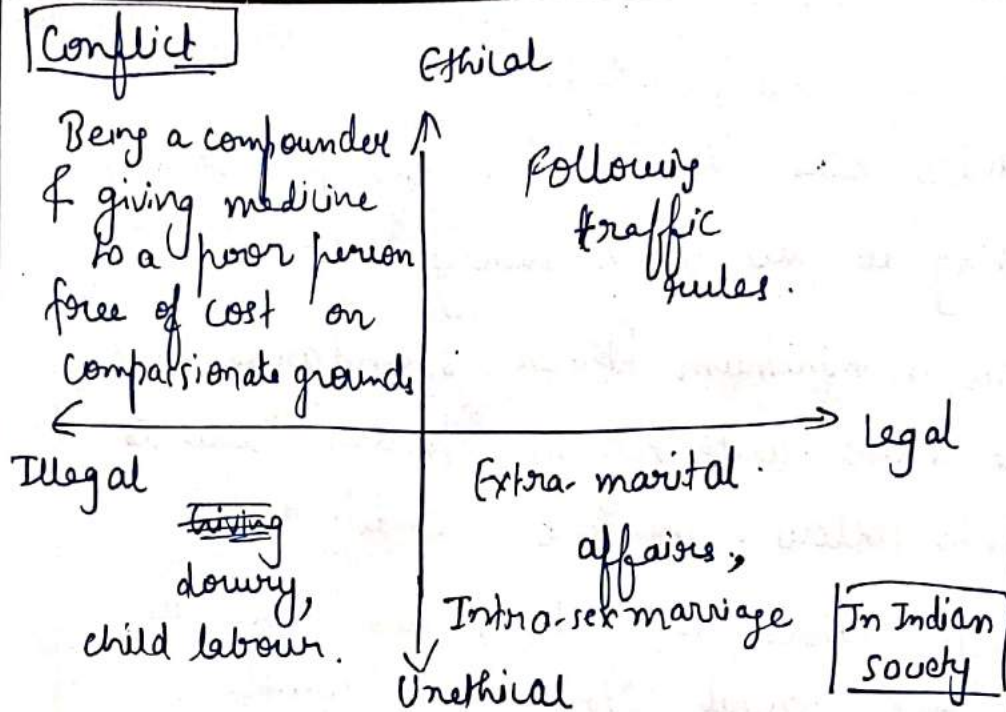
Ethics tells us what is right & wrong thing to do which society believes.

Law is minimum ethical standards that the state / authority in power wants us to follow. They are codified

→ Both ethics and laws are there to prevent social strife & promote harmony, peace.

→ But, many a times they are in conflict with each other. because ethical standards (although relatively static) change over period of time & thus codified laws may not be with pace of ethical changes.

→ Also, many-a-times moral of a person forces to change laws whereas ethics may be of traditional nature.



Thus, we see how there is a conflict & legal things are unethical whereas many ethical things can be illegal.

But over a period of time, ethics & laws come together at same level & conflict reduces.

eg- In 19th century, Sati Pratha was ~~legally~~ ethical although illegal. But, now it is unethical & illegal.

2. (b) Explaining the concept of Emotional Intelligence, highlight its role in administration. (150 words) 10

भावनात्मक समझ की अवधारणा स्पष्ट करते हुए, प्रशासन में इसकी भूमिका पर प्रकाश डालिए।

Emotional Intelligence (EI) refers to channelising one's emotions for ~~the~~ constructive use.

A/c to Daniel Goleman, EI has following components →

- 1) Self awareness → being aware of different emotion
↓
Utilising +ve & -ve emotions for constructive purpose
- 2) Self motivation ←
- 3) Self regulation → regulating your diff. emotions. ↓
increasing goal discrepancy (achieving goals day by day)
- 4) Empathy → placing yourself in someone else's shoes & feel his emotion
- 5) Self management.

→ EI is important to manage your emotions as well for understanding someone else's emotions (Empathy) & eventually using it for your benefit (EI also results in manipulation)

EI's role in administration →

1) ^{It is} Important to know someone's emotions/
pains/sufferings so that you can
help them with required measures as
an administrator.

2) An administrator has to deal with many
~~problems~~ ^{persons} with different emotions. Thus,
important to understand them
↓
Increase their trust on administrator.

3) Compassion is one of the most important
traits a Civil Servant needs to have &
for that EI is must.

4) Without helping different sections of
society, good governance can't be achieved

5) When you emotionally connect with
the person, they will be sharing their
problems in better way & you will be
able to better help them.

3. Examine the relevance of the following in the context of civil services: (20)

(a) Integrity and Honesty

सत्यनिष्ठा और ईमानदारी

(b) Objectivity and Neutrality

वस्तुनिष्ठता और तटस्थता

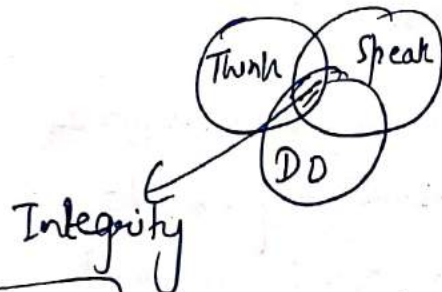
(c) Impartiality and Non-partisanship

निष्पक्षता और गैर-तरफदारी

(d) Accountability and Responsibility

जवाबदेही और उत्तरदायित्व

(a) Integrity → consistency of thought, speech and action while adhering to highest possible moral standards



Honesty → be true in your words.
→ not involved in cheating, telling lie, skaling

Relevance →

- 1) Increase people's trust in Civil servants
- 2) People ~~for~~ sense feeling of justice as actions will be in resonance to laws

3) Important to achieve social justice, equality.

4) Increases the morale of civil ~~servants~~ servants as merit will be rewarded due to lack of any deviant behaviour.

(b) Objectivity → Taking decisions based on facts, logic rather than emotions, bias, any pre-conceived notion

Neutrality → indiscriminatory towards any person, group (mainly refers to political neutrality for civil servants) with respect to taking any action
→ Action on basis of merit of the case

Relevance →


- 1) No favouritism/nepotism.
- 2) People's trust in administration increases
- 3) Motivates public/civil servants to work more efficiently as efficiency will be awarded.

- 4) There would be clear vision of what need to be taken
- 5) Helps civil servants to take decisions during difficult times.
- 6) Providing right decision to political executive

(c) Impartiality → Non-discriminator, fair towards everyone in the environment (people, group, politicians, etc.)

Non-partisanship → not being aligned to any political party.

→ Giving right advice to political executive despite your political ideology


 Impartiality (wider connotations)
 Non-partisanship (in reference to political parties)

Relevance →

- 1) Upholds the value/morale of civil servants
- 2) Becomes easier to give right advice despite politicians liking it or not.
- 3) Decreases nepotism.

- 4) Meritocracy is awarded as political executive won't have incentive to transfer/promote based on favouritism.
- 5) ~~Pre~~ Against becoming "Yes Man" & thus giving society better policies
- (d) Accountability → ^{being} Answerable to your tasks/actions.
- Responsibility → Being accountable to yourself without legal obligation.

Relevance →

- 1) Reduces chance of unfair practices as there is fear amongst officials since everyone's accountability is defined.
- 2) Motivation to work during difficult times
- 3) Promotes meritocracy.

4. (a) Is it always morally wrong to lie? Justify your stand with relevant examples. (150 words) 10

क्या असत्य बोलना सदैव नैतिक रूप से गलत होता है? प्रासंगिक उदाहरणों के साथ अपने रुख का औचित्य सिद्ध कीजिए।

Morals are core values which are seen in the prism of right & ~~value~~^{wrong} at individual level.

→ People ^(Individual) have different moral values based on socialisation, their conscience & perception of things.

→ Saving someone's life from bad/evil people may be a ^{higher} moral value for someone.

→ Whereas someone may believe that saying ~~the~~ truth is what he adores.

Thus, based on individual, telling lie can be moral or immoral.

[eg] → Thieves/Criminals with guns searching for an innocent people & you are asked about where did he go?

Now,
Since saving someone's life is also a moral
value which is also regarded
ethical in the society.

Thus, Telling lie will save the innocent
person in this case. Hence, it

can be moral & we can say that

It is morally ~~right~~ correct to be in this
~~this is~~ case

~~(Deontological approach)~~
~~where~~

↓
Teleological
approach (end
is important)

However another.

eg → If my friend cheats in the exam
& ask me to not tell the teacher.

Here, me telling lie may incentivise my
friend to do cheating in future. So,
it would be wrong to lie in this case

4. (b) Bring out the difference between Attitude and Aptitude. What type of attitude is expected of civil servants in India, in your view? (150 words) 10

अभिवृत्ति और अभिरुचि के मध्य अंतर स्पष्ट कीजिए। आपके विचार से, भारत में सिविल सेवकों से किस प्रकार की अभिवृत्ति की अपेक्षा की जाती है?

Attitude

- Behaviour/response towards any activity
- Strong determinant to understand behaviour of a person
- It is tied to an object (action-specific)
- eg → Even if someone is religious (value/belief), he may not ~~be~~ have +ve attitude towards attending pujas, kathas

Aptitude

- Ability / ^{future} potential to do a task.
- A person may not have ability to do task today but with proper training, he will be able to learn
- Natural endowment + learnt from environment.
- eg → An IAS when selected may not have ability then but since he has aptitude, he will learn in due course of time.

* Someone may have the attitude for something but not aptitude for that.

eg → A cricket fan may be excited for playing matches but he may not have aptitude / ability / skills to play or to learn in future.

For a civil servant, Aptitude with positive attitude of fortitude, honesty, integrity is needed.

eg → Virat Kohli & Manoj Tiwary both had aptitude for cricket but their attitude made difference in their success story.

Aptitude without integrity (right attitude) is sometimes very dangerous.

eg → A.Q Khan of Pakistan who developed nuclear technology in Pakistan sold the technology to North Korea

vs

A.P.J. Abdul Kalam who helped Indian go leaps & bounds ahead of nuclear technology with his aptitude

5. (a) How can one use Gandhiji's talisman for resolving ethical dilemmas in day-to-day life? (150 words) 10

आप दैनिक जीवन में नैतिक दुविधाओं का समाधान करने के लिए गांधीजी के जंतार का उपयोग कैसे कर सकते हैं?

→ Gandhi's Talisman means 'Sarvodaya through Antyodaya'.

→ It helps us greatly in resolving ethical dilemmas in day-to-day life.

by the idea behind it. which is →

* Whenever we are faced with a dilemma in life, we should take such decision which ensures that the decision taken is going to serve the last section (marginalised) of the society in making his life more better / increasing his self dignity.

And if we are assured of this we should take the decision else we should ponder over ~~you~~ the decision again.

eg. → Being an IAS officer if someone encounters ^{illegal} mining or even mining which is ^{expt.} leading to exploitation of weaker sections of that area then despite pressure from political executives, media or anyone one should take action which will help that weaker section. No personal gratification should come in between.

If illegal mining → Should immediately ~~close~~ ^{seal} all such sites.

If legal → should voice the concerns of people to his officials / political executives in a way as in to find an amicable solution

Thus, this way Gandhi's Talisman helps to solve ethical dilemmas in day to day life.

5. (b) People's attitudes are shaped by their social experience and circumstances. Discuss with examples. (150 words) 10

लोगों के सामाजिक अनुभव और परिस्थितियां, उनकी अभिवृत्तियों को आकार प्रदान करती हैं। उदाहरणों के साथ चर्चा कीजिए।

Attitudes are reactions/behaviour tendency towards any action.

Attitude has 3 components

- 1) Belief
- 2) Emotion
- 3) Action tendency

How social experience / circumstances shape attitude →

① Belief which is the first/primary component is moulded by different agencies of socialisation like family, society, school, media, etc

eg → If a boy seen in his family that girl child/women are not given due importance & that male is superior. He will develop the belief of patriarchy

② Now, the patriarchal mindset will generate feelings/emotion of inferiority towards females.
eg → He would feel angry if girl demands of something.

③ Finally due to his beliefs & emotions learnt from social experience will change his behaviour / induce tendency of discrimination. & based on impediments he may / may not discriminate.

eg → He may not be willing to send her daughter for higher education.
→ He may not allow sister to go out of home at night with her friends.

Thus, based on circumstances & social experience, patriarchal / narrow attitude towards female may be developed in his mind.

6. Explain the following terms with suitable examples. (10)

उपयुक्त उदाहरणों के साथ निम्नलिखित पदों को स्पष्ट कीजिए।

(a) Beliefs

विश्वास

(b) Values

मूल्य

(c) Norms

मानदंड

(d) Principles

सिद्धांत

(e) Morals

नैतिकता

(a) Beliefs → Anything we think is true or have faith in.

eg → I believe Ramayan is true.
I believe black shoes are attractive.

(b) Values → Core beliefs, which are long lasting & difficult to change, are called values.

eg → I hold integrity, patriotism as high values in my life.

(c) Norms → Prescriptions from society regarding what is correct or incorrect

eg → Touching feet of elders is norm which should be followed.

d) Principles → Ideas/notions of things which we believe we should follow for life.

eg → Moral principles such as honesty, integrity.

(e) Morals → When beliefs are seen in the prism of right & wrong at individual level.

eg → My morals say Homosexuality is perfectly fine & natural.

7. Though utilitarianism is one of the most influential moral theories, it is criticized on many grounds. Discuss. (150 words) 10

यद्यपि उपयोगितावाद सर्वाधिक प्रभावशाली नैतिक सिद्धांतों में से एक है, तथापि इसकी कई आधारों पर आलोचना की जाती है। चर्चा कीजिए।

→ ~~Beth~~ Bentham gave the theory of utilitarianism & emphasized on "Greatest Happiness for the ~~Highest~~ ~~#~~ Greatest Number".

→ It states importance to the fact that our action should be such as to maximize happiness of maximum no. of people.

Criticism
→ Although per se the rationale behind it is correct, the theory ignores sufferings of minorities.

eg. → If cutting trees for setting up an industry is going to help large no. of people in cities, utilitarianism will suggest us to go ahead with the act even if many poor people will lose their home, shelter, livelihood.

Thus, utilitarianism is not the best principle to be followed.

However, philosophers like J.S. Mill came with the idea of "revisiting utilitarianism" which said that although we should maximize happiness of majority of the person, consensus of the minorities is must & every individual's voice should be taken into account.

And effort should be made to reduce suffering of the persons affected to as much as possible.

So Revisiting utilitarianism theory is more in accordance with vision which we want to achieve - of social justice, equity, etc.

8. What are the various types of ethical dilemmas faced by a civil servant in India? Highlight the key elements of strategies used to resolve these dilemmas. (150 words) 10

भारत में एक सिविल सेवक द्वारा सामना की जाने वाली विभिन्न प्रकार की नैतिक दुविधाएं क्या हैं? इन दुविधाओं का समाधान करने के लिए उपयोग की जाने वाली रणनीतियों के प्रमुख तत्वों पर प्रकाश डालिए।

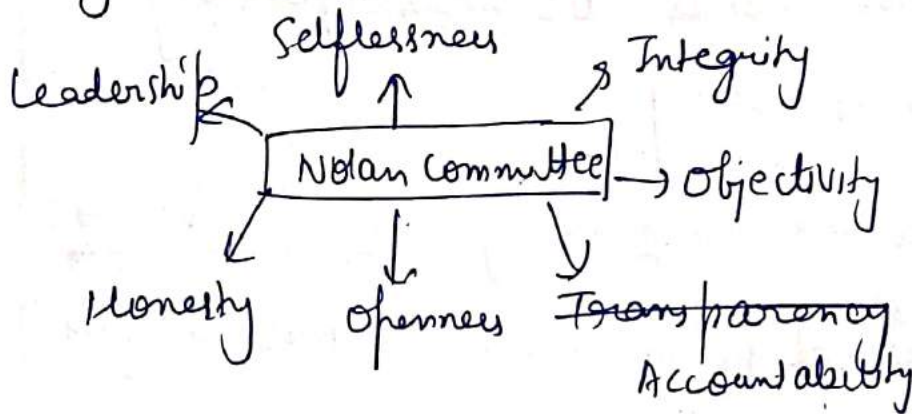
Ethical dilemmas are concerned with ethical issues in which ~~are~~ none of the choices are unambiguously right or wrong.

Ethical dilemma faced by civil servants →

- ① Personal gratification vs Public benefits
- ② Objectivity vs Compassion.
- ③ Political pressure vs commitment to civil services values
- ④ Majority opinion (illegal/unethical) vs welfare of marginalised
- ⑤ Transparency vs Confidentiality

Strategies to resolve the dilemmas →

- ① Sticking to foundational values of Civil services.
- ② ^{True to} Civil services values of (as suggested by Nolan committee)



- ③ Allegiance to Constitution of India
- ④ Following court's orders.
- ⑤ Try to bring your actions in sync with schemes of the government.
- ⑥ At instances where law ends & need of discretion → listen to your moral conscience
- ⑦ Try to implement Gandhi's talisman - Sarvodaya through Antyodaya

SECTION - B

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

निम्नलिखित प्रश्नों में, प्रस्तुत किए गए प्रकरणों का ध्यान से अध्ययन कीजिए और फिर आगे आने वाले प्रश्नों का उत्तर दीजिए (लगभग 250 शब्दों में):

9. You have joined as a reporter in a newly launched news channel. This choice was based on the assurance given by channel's management that it would emerge as the voice of the downtrodden. While working on various assignments, you reported political incidents and covered national stories as instructed by the organization. But later you come to know that the channel was targeting particular individuals, rather than serving its stated mission. The reporters were also pressurised to go out of the way to accomplish the organisation's wishes. Given the economic slowdown, most reporters complied with these directives. Some who left the job, also did not blow the whistle against the organisation fearing lack of other employment opportunities. Recently, you have also been assigned a similar task by the organisation. In this context,

(a) Identify the various ethical issues involved in this case.

(b) You tried to convince the management to change its functioning and work as per its assurance given earlier but to no avail. In such a scenario, consider the options given below:

1. Follow the task given by the organisation.
2. Work with other reporters in protest against the organisation's actions.
3. Leave the job
4. Blow the whistle on the organisation's working.

Evaluate the merits and demerits of each of these options and suggest your preferred course of action, giving reasons. (20)

आप हाल ही में लांच एक समाचार चैनल से संवाददाता के रूप में जुड़े हैं। यह चयन चैनल प्रबंधन द्वारा दिए गए इस आश्वासन पर आधारित था कि वह दबे-कुचलों की आवाज बनकर उभरेगा। विभिन्न कार्यभारों पर काम करते हुए, आपने संगठन के निर्देशानुसार राजनीतिक घटनाओं की रिपोर्टिंग की और राष्ट्रीय खबरों को कवर किया। लेकिन, बाद में आपको पता चलता है कि चैनल अपने बताए गए मिशन पर चलने की बजाए विशेष व्यक्तियों को निशाना बना रहा था। संवाददाताओं पर भी संगठन की इच्छा पूरी करने हेतु अतिरिक्त दबाव बनाया जाता था। आर्थिक स्लोडाउन को देखते हुए अधिकांश संवाददाताओं ने इन निर्देशों का पालन किया। नौकरी छोड़ने वाले कुछ लोगों ने रोजगार के अन्य अवसरों के अभाव के डर से संगठन के विरुद्ध आवाज नहीं उठाई। हाल ही में, आपको भी संगठन द्वारा इसी प्रकार का एक कार्यभार सौंपा गया है। इस संदर्भ में,

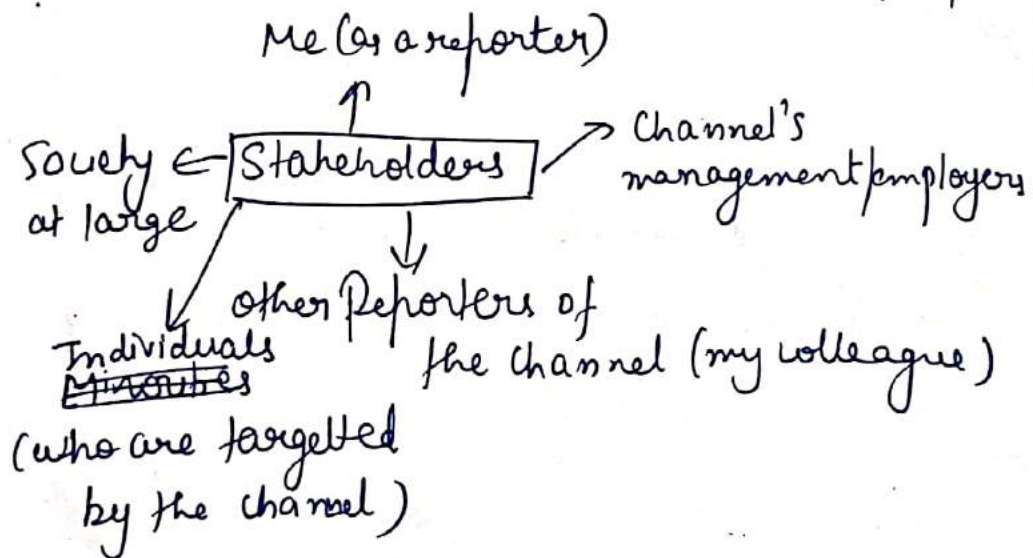
(a) इस प्रकरण में सम्मिलित विभिन्न नैतिक मुद्दों की पहचान कीजिए।

(b) आपने प्रबंधन को अपनी कार्यशैली में परिवर्तन लाने और पूर्व में दिए गए आश्वासन के अनुसार कार्य करने के लिए समझाने का प्रयास किया, लेकिन कोई लाभ नहीं हुआ। ऐसे परिदृश्य में, नीचे दिए गए विकल्पों पर विचार कीजिए:

1. संगठन द्वारा दिए गए कार्यभार का पालन करेंगे।
2. संगठन के कार्यकलापों के विरोध में अन्य संवाददाताओं के साथ काम करेंगे।
3. नौकरी छोड़ देंगे।
4. संगठन की कार्यशैली पर आवाज उठाएंगे।

इनमें से प्रत्येक विकल्प के गुणों एवं दोषों का मूल्यांकन कीजिए और कारण बताते हुए, अपनी अधिमानित कार्यवाही का सुझाव दीजिए।

This case study draws conflict between values of honesty, compassion for society, US ~~work~~ self economic value/prospect



- (a) Ethical issues involved → (organisation)
- 1) Targetting of individuals for company's ^{here: benefits} _{onal.}
 - 2) Pressurization of reporters to do wrong reporting according to organisation's needs
 - 3) Exploitation of reporters ~~on the name~~ of taking wrong advantage of economic slowdown
 - 4) Fear due to lack of whistle blowing laws or their proper enforcement.
available

(b) Options with me →

1) Follow the task given by the organisation

Merits

→ My economic condition will be better

→ Better relationship with company's head

↓
Chances of promotion, monetary benefits, etc.

Demerits

→ Compromise of my moral values

→ Harassment of individuals being targeted

→ Hate in the society

→ Cognitive dissonance for many reporters

2) work with other reporters in protest against the organisations actions -

Merits

- Organisation ~~will~~ will be forced to ~~get exposed~~ change its view/actions.
 - ~~Punitive actions against the offenders~~
 - ~~Society will get to know the truth~~
→ I will not be responsible ^{alone}
- 3) Leave the job

Merits

- will uphold my moral values
- No cognitive dissonance
- No deterioration of relations with employer perhaps & he may not affect ~~my~~ me getting job in other company.

Demerits

- All reporters may loose jobs
- May be difficult to get other job (Economic slowdown)

Demerits

- Prejudiced & selective targeting continues
- Many reporters working unwillingly
- Hate & anger in society will continue to increase.

4) Blow the whistle

Merits

- Exposing the organisation
- Reveal of truth to society
- Actions against offenders
- Moral values remain intact

Demerits

- Relationship with organisation deteriorate
- Powerful men in organisation may affect my future prospect.

I will choose path ⑤

→ First, I will try to protest against the organisation with like minded reporters involved for there may be a chance, the company forgoes its wrongful activity

→ If the company doesn't do so, I will blow the whistle along with like minded reporters (to help in getting evidence)

→ I will reach out to other media organisations who are against such targeted reporting.

Because, if society doesn't get to know the truth hatred will grow ^{eventually} to an extent from where it would be difficult to go back.

10. You are the District Magistrate of a hilly district, which has recently been struck by flash floods and landslides causing supply routes to be cut off. It is brought to your notice that shopkeepers in the area are taking advantage of the situation by exorbitantly increasing the prices of various goods. One example is the case of a dhaba charging Rs. 250 for a paratha citing supply constraints. Others have also been reported to be charging exorbitant prices for transportation and other services. Given the difficult situation, there have also been issues of law and order where people have resorted to picketing of shops in retaliation to the increased prices. On enquiring, representatives of shopkeepers argue that since supply is constrained, prices are bound to increase. They further argue that higher prices are, in fact, helpful in ensuring judicious use of goods and services that are most urgently needed during emergencies.

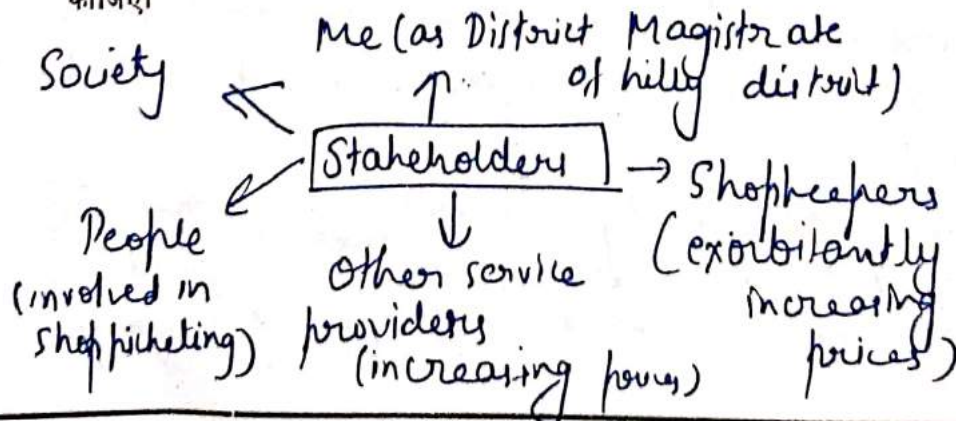
(a) Identify the various issues from the perspective of different stakeholders involved.

(b) What will be the course of action you will undertake? Justify your stand with relevant arguments. (20)

आप एक ऐसे पहाड़ी जिले के जिलाधिकारी हैं, जो हाल ही में आई आकस्मिक बाढ़ और भूस्खलन से प्रभावित हुआ है, जिसके कारण आपूर्ति मार्ग बाधित हो गए हैं। आपको अवगत कराया जाता है कि क्षेत्रीय दुकानदार विभिन्न वस्तुओं की कीमतों में भारी वृद्धि करके इस स्थिति का लाभ उठा रहे हैं। इसका एक उदाहरण आपूर्ति की अड़चनों का हवाला देते हुए एक ढाबे द्वारा एक पराठे के लिए 250 रुपये वसूलने का मामला है। अन्य लोगों द्वारा भी परिवहन और अन्य सेवाओं के लिए अत्यधिक कीमत वसूलने की सूचना मिली है। इस कठिन स्थिति को देखते हुए कानून व्यवस्था के मुद्दे भी सामने आए हैं, क्योंकि लोगों ने बढ़ी हुई कीमतों के विरोध में दुकानों पर धरना-प्रदर्शन का सहारा लिया है। पूछताछ करने पर दुकानदारों के प्रतिनिधियों ने तर्क दिया कि आपूर्ति बाधित होने के चलते कीमतें बढ़ना स्वाभाविक है। वे आगे तर्क देते हैं कि वास्तव में, ऊंची कीमतें वस्तुओं और सेवाओं का विवेकपूर्ण उपयोग सुनिश्चित करने में सहायक हैं, जिनकी आपात स्थिति के दौरान सर्वाधिक तत्काल आवश्यकता होती है।

(a) इसमें सम्मिलित विभिन्न हितधारकों के दृष्टिकोण से भिन्न-भिन्न मुद्दों की पहचान कीजिए।

(b) आप कौन-सी कार्यवाही करेंगे? प्रासंगिक तर्कों के साथ अपने रुख का औचित्य सिद्ध कीजिए।



(a) Issues involved are →

- ① Flash flood & landslides & its repercussions
- ② Exorbitant increase in price of various goods
- ③ Picketing of shops.
- ④ Increased cost of different services.

(b) My course of action →

① I would first try to provide immediate relief (in form of food, shelter, treatment) to those affected by flash flood & landslides.

② I will monitor the task of DDMA to clear the routes as soon as possible.

③ Then, I will immediately look into law & order situation. I will address the people that shop picketing is not the solution. & problem needs to be solved by due process. For this, I will

take assistance of local politicians
& influential
& leader
"

④ Also, I will deploy extra police force to cater to any unforeseen situations. & offenders caught will be punished as per the law.

⑤ I will organise meetings with representative of shopkeepers to call on their moral voices for not doing this.

⑥ I will call on the economic expert to predict/evaluate surge in prices caused due to supply constraints so that charges by shopkeepers are not exorbitant.

Although difficult task but reasonable conclusion can be reached.

- ⑦ I will make shopkeepers aware of punitive actions against them as law prohibits any hoarding of goods in such circumstances.
- ⑧ I will ask shop representative of those providing essential goods (such as daily food items ~~etc.~~, medicines, etc.) to report their stocks of goods to me on ~~daily~~ weekly basis.
- ⑨ My ambiguity ^{in information} will be punished & for this I will conduct surprise visits to shopkeepers/godowns.
- ⑩ ^{my} long term action would be to address these natural phenomenon's repercussions either by having some alternative trade routes.
- ⑪ I would be looking into EIA reports of projects nearby for any possible ~~the~~ deviant behaviour of them which is aggravating the situation.

⑫ Although people usually don't tend to waste resources during such times, but I will still try to make an appeal to them to cooperate with the government, shopkeepers & other stakeholders. & avoid any excessive use of resources.

⑬ People will be ensured that the surge of prices will soon come to normal levels.

⑭ For the extremely weaker section of society, I will make sure that they are getting Government's schemes of benefits of free ration during this crisis time.

11. Recently in the wake of the coronavirus pandemic (COVID-19), we saw instances of healthcare systems being overwhelmed. Moreover, certain moral and ethical dilemmas faced by frontline workers in healthcare came to light. These dilemmas mainly pertained to limited medical resources, decisions about whom to treat in such cases, rationing of 'care', and prioritisation of patient treatments. For instance, certain countries like Italy, reluctantly supported rationing by age. These difficult questions on allocation of scarce resources and decision making by doctors - have received extensive consideration at multiple levels, and is now being considered as a serious subject to ponder over in public health morality.

In light of the situation:

(a) Give arguments both in favor and against measures like rationing by age given the overwhelmed healthcare system.

(b) Identify the principles that should guide healthcare workers facing such dilemmas in difficult times. (20)

हाल ही में कोरोना वायरस महामारी (कोविड-19) के आलोक में, हमने स्वास्थ्य देखभाल प्रणालियों के अत्यधिक भार से ग्रसित होने के उदाहरण देखे। इसके अतिरिक्त, स्वास्थ्य देखभाल में अग्रिम पंक्ति के कार्यकर्ताओं द्वारा सामना की गई कुछ नैतिक और नीतिशास्त्रीय दुविधाएं प्रकाश में आईं। ये दुविधाएं मुख्य रूप से सीमित चिकित्सीय संसाधनों, ऐसे मामलों में यह निर्णय लेना कि किसका उपचार किया जाए, नियंत्रित 'देखभाल' (राशनिंग ऑफ़ केयर) और रोगी उपचार की प्राथमिकता से संबंधित थीं। उदाहरण के लिए, इटली जैसे कुछ देशों ने अनिच्छा से आयु अनुसार राशनिंग का समर्थन किया। दुर्लभ संसाधनों के आवंटन और चिकित्सकों द्वारा निर्णय निर्माण के संबंध में इन दुष्कर प्रश्नों पर कई स्तरों पर व्यापक विचार प्राप्त हुआ, और अब इसे सार्वजनिक स्वास्थ्य नैतिकता में मंथन करने के लिए एक गंभीर विषय माना जा रहा है।

इस स्थिति के आलोक में:

(a) स्वास्थ्य देखभाल प्रणाली के अत्यधिक भार से ग्रसित होने को देखते हुए, आयु अनुसार राशनिंग जैसे उपायों के पक्ष और विपक्ष में तर्क दीजिए।

(b) कठिन समय में ऐसी दुविधाओं का सामना कर रहे स्वास्थ्य देखभाल कर्मियों का मार्गदर्शन करने वाले सिद्धांतों की पहचान कीजिए।

→ The case study emphasizes the burden ~~of~~ on healthcare system owing to ~~COVID-19~~ COVID-19

During COVID-19, ethical dilemma of choosing a person out of 2 persons of different age (Rationing by age) was faced due to shortage of ICU beds, oxygen cylinders.

Rationing by age → (Young people given preference over older people)

+ves

-ves

→ Younger people have more years ahead to live.

→ Since they are predominantly working class population, they are going to help more in country's development.

→ Many older persons may be going through

→ Everyone ~~is~~ has right to live & it should not be left on personal choices of healthcare workers.

→ The old man may be only working head in his family.

other diseases & thus, their chance of survival may be lower as compared to younger people.

→ Dying of younger people is further going to increase vulnerability of older people in their family

→ Healthcare workers may suffer from empathy fatigue in case of lack of any clear guidelines.

→ Old man's experience may be of more benefit to the society.

→ Older of the two may have a family to take care of whereas younger person may be unmarried.

Principles that should guide healthcare workers →

1) Healthcare worker (HW) should consider the responsibility on each of the patient's shoulder in order to choose any one of them.

2) Empathy is needed to understand the conditions of patients.

3) Dedication to work to see for any possible chance of saving both the patients.

4) Using the resources (oxygen, medicines, kits, etc.) very judiciously.

In longer run, we should try to avoid any such situations to occur at first place by →

- 1) Ensure that sufficient no. of beds as per epidemiological data are available for any further waves.
- 2) Ensure sufficient supply of oxygen, medicines, ~~of~~ etc.
- 3) Primary healthcare centres should be strengthened.
- 4) People should be made aware of future risks & need of adhering to govt protocols
- 5) Government should increase budget of healthcare services

12. You are posted as a District Magistrate in your home state. Recently, rumours have started doing rounds in your office regarding your closeness with one of the businessmen in your district who happens to be your close childhood friend. The basis of the rumours is an expensive motorbike that he has gifted to your son on his birthday. Although exchange of gifts has been happening between his family and yours for many years, but this year, it has caught public eye owing to your posting in the same district.

In this context, answer the following:

- (a) Highlight the difference between an acceptable gift and a bribe for a civil servant.
- (b) Give an account of the ethical issues present in the given case.
- (c) What would be your course of action in this scenario?

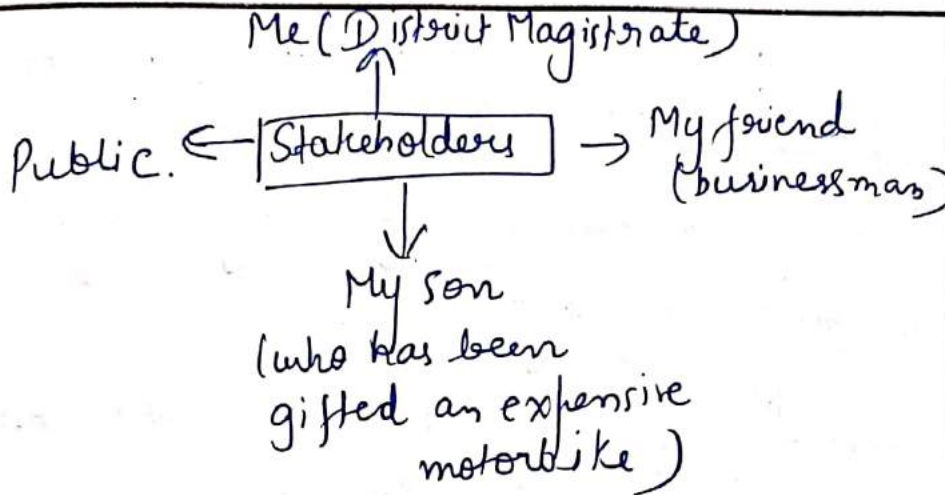
(20)

आप अपने गृह राज्य में एक जिलाधिकारी के रूप में तैनात हैं। हाल ही में, आपके जिले में एक व्यवसायी जो आपका बचपन का घनिष्ठ मित्र हुआ करता था, उसके साथ आपके निकट संबंध के बारे में आपके कार्यालय में अफवाहें फैलने लगीं। इन अफवाहों का आधार एक महंगी मोटरबाइक है जिसे उसने आपके बेटे को उसके जन्मदिन पर भेंट किया था। हालांकि, कई वर्षों से आपके परिवार और उसके परिवार के बीच उपहारों का आदान-प्रदान होता रहा है, तथापि इस वर्ष उसी जिले में आपकी तैनाती के कारण इसने जनता का ध्यान आकर्षित किया है।

इस संदर्भ में, निम्नलिखित का उत्तर दीजिए:

- (a) एक सिविल सेवक के लिए स्वीकार्य उपहार और रिश्वत के बीच अंतर पर प्रकाश डालिए।
- (b) दिए गए प्रकरण में विद्यमान नैतिक मुद्दों का विवरण दीजिए।
- (c) इस परिदृश्य में आपकी कार्यवाही क्या होगी?

This case study deals with a potential conflict of interest between accepting a gift & a bribe for a civil servant.



(a) A gift is acceptable when it is given out of a gesture of wishing regards to someone whereas

when a gift is given with an expectation of having favour for oneself or for making a work done which otherwise may not have been done, it is called bribe.

Taking bribe is illegal & reflects lack of probity in civil servants.

b) Ethical issues in this case →

- ① Rumours ~~are~~ regarding my honesty, integrity
Acceptance
- ② Exchange of gifts by my close childhood friend which may be called upon as bribe.
- ③ Public's perception regarding corruption in civil servants.
- ④ People's lack of trust in administration in case they think corruption is involved.
- ⑤ My friends' beautiful gesture of gifting the bike & pressure of me to refuse the gift

c) My course of action →

① I respect my friend's actions & gestures by which we have been exchanging gifts b/w our family for long.

For this, I will thank him. ~~with~~
from bottom of my heart.

② But then I will return the gift which he gave to my son because of rumours spreading regarding question on my honesty, integrity.

③ I will make him understand that this action may be looked as a bribe in public's eye which will decrease their trust in civil servants.

④ Also, we taking that ~~the~~ bribe opens a pathway for other people who may take bribes in name of gifts.

- ⑤ Till, I am there in the district, I will make ~~is~~ sure that I will not be leading any project related to business of my friend.
- ⑥ I will make the announcement regarding the same & will make all things transparent.
- ⑦ I will make sure that my friend doesn't try to take any benefits from my position.

13. It has been argued that ethics in journalism is on a downward spiral. This is most evident in the case of media trials. There are glaring instances of yellow journalism, wherein the media bothers little about authenticity of sources, and sensationalises news to increase TRPs and gain more audience. At times, the electronic media in particular, has been found to be functioning as parallel courts, indulging in direct allegations and public vilification of the accused. In this context:

(a) Discuss the various issues associated with yellow journalism.

(b) What principles, in your view, need to be followed to make sure that media glare does not turn into a media trial? (20)

यह तर्क दिया जाता है कि पत्रकारिता में नीतिशास्त्र (एथिक्स) पतनोन्मुख है। यह मीडिया ट्रायल के मामले में सर्वाधिक सुस्पष्ट है। येलो जर्नलिज्म (पीत पत्रकारिता) के अनेक ज्वलंत उदाहरण हैं, जहाँ मीडिया स्रोतों की प्रामाणिकता के संबंध में शायद ही कष्ट उठाता है, तथा टीआरपी बढ़ाने और अधिक दर्शक प्राप्त करने के लिए समाचारों को सनसनीखेज बनाता है। कई बार, विशेष रूप से इलेक्ट्रॉनिक मीडिया को समानांतर न्यायालय के रूप में कार्य करने वाला पाया गया है, जो सीधे आरोप लगाने और अभियुक्तों की सार्वजनिक निंदा में लिप्त होता है। इस संदर्भ में:

(a) पीत पत्रकारिता से जुड़े विभिन्न मुद्दों की विवेचना कीजिए।

(b) आपके विचार से किन सिद्धांतों का पालन किए जाने की आवश्यकता है ताकि यह सुनिश्चित किया जा सके कि मीडिया की चकाचौंध मीडिया ट्रायल में न बदल जाए?

There have been recent cases of yellow journalism wherein accused were vilified without authenticity of sources eg- Rhea Chakraborty & Sushant Singh case, Aryan Khan drugs case.

In both the ^{cases,} accused were granted bail owing to lack of any proper evidence

Don't write anything in margin

- a) Issues with yellow journalism →
- ① Growing media trials forms a perception (ve or -ve) of the accused in minds of public before court's hearing
 - ② Since, ^{for} public news through TV, social media are sources that reach easily & frequently than court's long verdict & judgement, people believe easily in media trial.
 - ③ Lack of authenticity of evidences leading to defamation of different persons despite their innocence.
 - ④ Sensationalisation of news leading to communal disharmony, inter-group rivalry, -ve perception of other persons, growing hatred among

public.

- ⑤ Growing hate, & ^{disguise} hatred in the society regarding those who are vilified.
- ⑥ Reducing the sanctity of courts by media who act as courts & even give pre-judgements.
- ⑦ Vilified persons may never recover from all the tortures & false accusations.
- ⑧ No answerability for media, journalists, other sources.
- ⑨ Populist opinion formed due to media trials may put pressure on judiciary to take decisions in some other direction.

It is important to keep principled arm distance between media glare & media trial. Following principles should be followed for this →

- ① Journalists should work according to media ethics without any fear or favour.
- ② No false, unverified news should be played.
- ③ Dignity of accused should be respected & unwanted venturing into their personal life should be avoided.
- ④ Even if accused is proven guilty, sensationalisation of news leading

to hatred in the society must be avoided.

- ⑤ Positive attitude of true reporting should be followed.
- ⑥ TRPs should not be the driving factor.
- ⑦ True journalism will eventually pull the audience towards news channel / social media.
- ⑧ feeling of brotherhood should be the principle to rely upon.
- ⑨ Court's role/experts opinion should be respected.

14. India is one of the biggest fairness product markets in the world. A number of firms produce, advertise and sell fairness creams, marketed mainly as whitening products in the country. At the same time there have been many debates on this issue, particularly in recent times, with many arguing that such advertisements should be banned altogether.

In this context, answer the following:

- (a) What are the ethical issues involved in advertising of fairness products?
(b) Highlight the consequences of preference for light-skinned people in a society like India?
(c) Do you think such issues are better tackled at the societal level rather than regulating advertisements through legal and administrative measures? (20)

भारत गोरा बनाने के उत्पादों (फेयरनेस प्रोडक्ट) के विश्व के सबसे बड़े बाजारों में से एक है। कई फर्म ऐसी फेयरनेस क्रीम का उत्पादन, विज्ञापन और बिक्री करती हैं, जिनका मुख्य रूप से देश में गोरा बनाने के उत्पादों के रूप में विपणन किया जाता है। इसके साथ ही विशेष रूप से हाल के दिनों में इस मुद्दे पर कई बहसें हुई हैं, जिसमें अधिकतर का तर्क है कि ऐसे विज्ञापनों पर पूरी तरह से प्रतिबंध लगा दिया जाना चाहिए।

इस संदर्भ में, निम्नलिखित का उत्तर दीजिए:

- (a) गोरा बनाने के उत्पादों के विज्ञापन में सम्मिलित नैतिक मुद्दे क्या हैं?
(b) भारत जैसे समाज में गोरी त्वाचा वाले लोगों के लिए वरीयता के परिणामों पर प्रकाश डालिए?
(c) क्या आप मानते हैं है कि कानूनी और प्रशासनिक उपायों के माध्यम से विज्ञापनों को विनियमित करने के बजाए सामाजिक स्तर पर ऐसे मुद्दों को बेहतर तरीके से निपटा जाता है?

Recently the brand 'Fair & lovely' changed its name to 'Glow & lovely' owing to people's agitation regarding unnecessary illogical obsession with white/light colour in India.

This obsession is manifestation of colonial hangover still left in Indians.

a) Ethical issues involved in fairness products advertisement →

① Fairness products brands consider white colour superior over dark complexion.

② It is against the God's creation of all living things as equal. (~~the~~ Religious context)

③ Mistreatment of dark coloured people.

④ Preference of light coloured people for marriage, jobs, etc.

⑤ Induction of feeling of inferiority complex in dark coloured people leading to lack of

confidence & thus affecting their chances of success.

(6) Charging of exorbitant prices from customers on the name of making them white / light colour.

(b) Indians are still in colonial hangover with respect to their obsession ~~of~~ with white colour.

Consequences of preference →
with dark complexion.

(1) Girls find it difficult to find bridegroom as everyone is looking for fairer girls.

(2) Parents believe that it would be difficult to marry such daughters & thus are forced to give dowry.

- ③ In many workplaces, light coloured female get preference in India.
eg → Air hostess, hotels receptionist, modelling careers, cheer leaders, etc.
- ④ Due to societal perception, there is lack of confidence in dark coloured persons which further decreases their chance of getting selected in better companies.

(c)

For tackling this issue which has been prevalent for long in India, efforts need to be made both at societal level as well as by advertisement control.

- ④ Advertisements should show that there is no importance of colour in deciding any future option/career.

- ② ~~Such~~ Creams should be renamed ~~it~~
~~them~~ in sync with its actual purpose
& advertisements should be in sync.
eg- Moisturizer cream, etc.
- ③ People's belief at societal level needs to
be changed & for this we can show
numerous examples of dark complexion
people who are very successful.
eg → Hima Das, ISRO chief K. Srinivasan.
- ④ Religious texts ^{emotion} can be used to
give examples of Lord Shiva,
Rama, Krishna, etc.
- ⑤ ~~It~~ ^{People} needs to be made aware that
complexion is geographical phenomenon
with many other factors but nothing
to do with superiority.
- ⑥ Any ~~superior~~ preferences based on
colour should be dealt strictly &
offenders should be punished.