



# VISION IAS

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R N 05 NOV 2016  
SUBMITTED IN 3 HOURS  
RECEIVED

## GENERAL STUDIES (TEST CODE : 760)

Name of Candidate	Annu / Bedi	Registration Number	24247
Medium Hindi/Eng.	ENGLISH	Date	5 <sup>th</sup> Nov '16
Center	ORN		

INDEX TABLE			INSTRUCTIONS
Q. No.	Maximum Marks	Marks Obtained	
1(a)	10		<ol style="list-style-type: none"><li>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)।</li><li>There are FOURTEEN questions printed in HINDI and ENGLISH. इसमें चौदह प्रश्न हैं तथा हिन्दी और अंग्रेजी दोनों में छपे हैं।</li><li>All questions are compulsory. सभी प्रश्न अनिवार्य हैं।</li><li>The number of marks carried by a question/part is indicated against it. प्रत्येक प्रश्न/भाग के अंक उसके सामने दिए गए हैं।</li><li>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।</li><li>Word limit in questions, if specified, should be adhered to. प्रश्नों में शब्द सीमा, जहाँ विनिर्दिष्ट है, का अनुसरण किया जाना चाहिए।</li><li>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।</li></ol>
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 is not more than 150 words each.

1. (a) Celebrities are paid huge amounts by companies for endorsing products that at times turn out to be harmful for the consumers. Examine the ethical dimensions involved in such instances. 10

विज्ञापन के लिए सेलेब्रिटीज (ख्यातिप्राप्त व्यक्ति) को ऐसे उत्पादों के कंपनियों द्वारा मोटा भुगतान किया जाता है जो कई बार उपभोक्ताओं के लिए हानिकारक होते हैं। ऐसे दृष्टांतों से जुड़े नैतिक आयामों का परीक्षण कीजिए।

The major issues involved in celebrities endorsing products are enlisted below

1. The core ethical Dilemma involves, whether celebrities endorse the product purely due to business / financial reasons or they are morally accountable for the product they are endorsing.
2. As endorsement involves significant amount of money being paid, Actors / Celebrities become important stakeholders of the products they endorse and a part of value chain of product
3. Can actors / celebrities be punished for endorsing a product, that unknowingly later turns out to be harmful for consumers

For Ex Pierce Brosnan, the Bond Actor was recently charged of endorsing a Pan Masala which was knowingly a Carcinogenic, but the actor did not know

### SOLUTION

- The companies should release each and every detail of information, and make the celebrities aware of the product they are endorsing
- In the event, the product turns out to be harmful, the celebrities should have full freedom to come out of contract

This strategy will insure that all stakeholders i.e. company officials, celebrities, Government and more importantly consumers (which trust the celebrities) to maintain dignified ethical & Moral conduct in regard with ethical issues involved with endorsing products.

1. (b) Lack of cleanliness in urban areas despite schemes such as the Swachh Bharat Abhiyan point to difficulties faced in bringing about attitudinal and behavioural changes. Discuss. 10

स्वच्छ भारत अभियान जैसी योजनाओं के बावजूद शहरी क्षेत्रों में साफ-सफाई का अभाव वस्तुतः लोगों की सोच के साथ-साथ उनके व्यवहार को परिवर्तित करने में सामना की जाने वाली कठिनाइयों को इंगित करता है। चर्चा कीजिए।

Attitudes may be defined as a relatively long enduring tendency, a stagnant set of attributes/beliefs, that continue to persist.

It is a consistent set of belief system and cognitive process based thinking that stays for a long time.

Since attitudes are enduring and consistent, it takes historical long time before any change can be brought.

Similarly Swachh Bharat Mission, is about changing the mindset of people, to take care of the surroundings, maintain cleanliness, create neat and clean environment and other relevant issues etc.

→ The change in Mindset can come only with

consistent periods of awareness and proliferation of relevant knowledge by authorities and various civil society organisations.

2. It is not easy to bring the change in the initial years, but slowly due to persisted efforts, there will be a positive change in thinking paradigm of people.

Various strategies govt can employ

- 1) Creating positive laws that incentivise waste management
- 2) Creating awareness regarding cleanliness and the diseases that spread due to dirty environment
- 3) Creating a civil society movement and delegating NGO's the responsibility to build them as well as infrastructure capabilities.

Various dimensions of attitude changes can be brought theoretically by classical conditioning, Social Observational learning & Instrumental conditioning based on rewards / penalties

2. (a) Issues around economic inclusion are not just about income gaps, there are many dimensions of moral and ethical choices as well. Discuss. 10

आर्थिक समावेशन से जुड़े मुद्दे केवल आय अंतराल से संबंधित नहीं हैं, बल्कि इसमें नैतिक और आचारीय चयन के कई आयाम भी हैं। चर्चा कीजिए।

The Economic Inclusion programme, launched and christened as Pradhan Mantri Jan Dhan Yojana opened a record number of bank accounts on the recommendations of various expert committees, but the results have not been successful in mobilising wealth in entirety. This takes us to psychological imperatives and cognitive thinking & attitudinal moral & ethical dilemmas faced by people to fully employ bank credit.

- Economic Inclusion - is not about only income gaps but it is also about ethical / moral decisions taken by people
  - 1) The decision to look for Materialistic gains or spiritualistic gains is dependent on personal choice
  - 2) The decision to take up any profession was not only based upon monetary

considerations

For an Civil servants take up the job for many reasons, apart from Monetary considerations,

- while some would be attracted towards material gains, others would be pushed to bring social change etc, without the desire of purely materialistic benefits.
- Moral choices of not dealing with corrupt ways to amass wealth.
- ethical decisions of paying taxes ~~on~~, rather than duping wealth is also a personal preference
- Moral choice of investing your wealth ~~are~~ for charitable purposes is also a personal choice.

ke

- (b) Socially and economically marginalized women are used to make a profit, often at the cost of their own health and reproductive autonomy, in the name of commercial surrogacy. Discuss the ethical issues associated with commercial surrogacy in India. Should commercial surrogacy be completely banned?

10

सामाजिक और आर्थिक रूप से हाशिए पर रहने वाली महिलाओं का वाणिज्यिक सरोगेसी के नाम पर, अक्सर उनके स्वास्थ्य और प्रजनन संबंधी स्वायत्तता की कीमत पर, लाभ कमाने के लिए उपयोग किया जाता है। भारत में वाणिज्यिक सरोगेसी से जुड़े नैतिक मुद्दों पर चर्चा कीजिए। क्या वाणिज्यिक सरोगेसी पर पूर्ण प्रतिबंध लगा दिया जाना चाहिए?

In a law recently passed by Govt, the surrogacy most prominently (i.e.) commercial surrogacy has been banned in the country.

It contains provisions that allows Altruistic surrogacy, which is limited by one surrogate child by mother and having relationship with the original parents.

The step taken by govt, is in line with various other countries worldwide for ex Germany, Australia, Austria, Italy, Sweden.

#### ETHICAL ISSUES

- The surrogate mothers, are exploited, paid considerably less than others
- The original parents have not provided

sufficient insurance of related benefits to mothers.

- There is a black market of surrogacy, that goes without government check, where the surrogate mothers are exploited for their lack of choices.
- Any inter-mittent break up between original parents, effectively complicates the case of ownership of child, which leads to distress.
- Commercialisation / Monetisation of surrogacy is against the ethical conduct as believed by many.
- Only Altruistic surrogacy, riddden of commercialisation can lead to ethical and Moral conduct.

If the commercial surrogacy is banned, on the other side, it can lead to strengthening of black market, which can further complicate the issue.

3. (a) While discussing the ethical issues that journalists face on a regular basis, examine the causes of increased sensationalism in news media in recent times. 10

पत्रकारों द्वारा नियमित रूप से सामना किये जाने वाले नैतिक मुद्दों पर चर्चा करते हुए, हाल के दिनों में समाचार जगत में अधिक से अधिक सनसनी फैलाने के कार्य के कारणों का परीक्षण कीजिए।

Journalist ethics and the dilemmas involved is a matter of serious academic debate in many circles.

- 1) As Journalists, the prime responsibility is to promote awareness, bring facts and present them to people, who using their intellectual abilities should draw their own conclusions.
- 2) But cut throat competition coupled with lack of commitment to ethical & moral conduct, the media resorts to sensationalism in part to improve the TRP ratings.
- 3) Journalist ethics, in case of disasters has been issue of debate, where many opine that their activities should not produce an obstacle to relief operations.

4. Journalist ethics during terrorism incidents also debated, where it is expected from Journalists to show high ethical conduct by not revealing various operations taken by the Govt. which can have bad effect in rescue operation.

5. Journalist ethics, related to foreign policy and blatant misconstruction of facts to create sensationalism can affect the relations between countries.

6. Journalist behavior, in mis-reporting of facts can cause internal security issues and destroy the secular fabric of country.

Hence Journalist should display high ethical, accountable, fair, objective behavior as a service to nation as well as to their profession.

(b) What are the various sources through which humans can judge the correctness of their actions? In the context of public life discuss how these sources are important in offering a clear and practical guidance. 10

वे विभिन्न स्रोत क्या हैं जिनके माध्यम से मनुष्य अपने कृत्यों के औचित्य का परीक्षण कर सकता है? चर्चा कीजिए कि सार्वजनिक जीवन के संदर्भ में स्पष्ट और व्यावहारिक मार्गदर्शन प्रदान करने में ये स्रोत किस प्रकार महत्वपूर्ण हैं?

Humans can check their actions, analyze them on the basis of certain important ethical standards and normative ethical principles.

Ethics, itself is defined as certain minimum standards that are universally recognized as moral conduct and belief systems.

- 1) Any action must not be based only on the ends, but there must be continuity of ends & means.
- 2) Any action, must be based on "duty" that is deontology rather than considerations of materialist individual benefits at the cost of society.

Various sources, which provide their ethical theory include the branch of Normative ethical theory, Religion, Cultural beliefs.

→ It is important to understand that

all sources, would not show consistent ideas and there may be ethical conflicts between the final decisions taken.

> The decisions can also be based on impartial reason / rationality devoid of inclinations.

Every society has a different system of ethical belief and hence this creates problems for people.

At the same time, they may face serious dilemmas due to various conflicting viewpoints.

It is true that inherent moral intentions and motives must be honest before taking any action.

4. (a) Should a person resort to leaking of information in case of wrongs done in the organization? Does it cause a conflict of interest between the personal, organizational and societal spheres? Discuss with examples. 10  
क्या संगठन में की गई गलतियों के संबंध में व्यक्ति को सूचना लीक करनी चाहिए? क्या यह व्यक्तिगत, संगठनात्मक और सामाजिक क्षेत्रों के बीच हितों का टकराव पैदा करता है? सोदाहरण चर्चा कीजिए।

It is widely recognized that

"Two wrongs do not make a right"

So, the behavior to deal with wrong doings of the organisation, should be <sup>in</sup> consonance with right ethical - Moral conduct shaped by fairness in procedural complexities.

> The art of Whistle blowing must always be resorted, only when

- 1) All the inner communication dimensions have been fully explored
- 2) The person has true knowledge regarding misdoings of the company
- 3) The whistle blowing should not be based on vendetta and no personal interest should be proactively involved.

Based, on the above parameters, the person

should take full responsibility, who is committed to <sup>his</sup> obligations to his company as well as people.

- conflict of interest is caused in these situations

### 1. LOYAL AGENT ARGUMENT

As a company official, one is committed to the goals ~~so~~ of the company and the pledges of confidentiality

### 2. PUBLIC INTEREST

Being committed to overall obligations of company towards people etc

These issues create dilemma and conflict of interest, but the action should be guided by truthful & impartial inquiry.

(b) Competition, it is argued, spurs the best of performance, however, can it also instigate cheating and unethical behaviour? Discuss with adequate examples.

10

यह तर्क दिया जाता है कि प्रतियोगिता सर्वोत्तम प्रदर्शन की प्रेरणा देती है, लेकिन क्या यह धोखाधड़ी और अनैतिक व्यवहार के लिए भी प्रेरित कर सकती है? पर्याप्त उदाहरणों के साथ चर्चा कीजिए।

• Competition is the best source of motivation, encouraging people to pull out their best performances

The liberalisation, Privatisation, Globalisation policy of 1991, was to create competition for indigenous corporations, provide private competition to public organisations and pressurise them to improve performance

• But higher competition can sometimes have bad effect.

- 1) It can pressurise people to resort to unhealthy practices out of fear of being driven from tough competition
- 2) It can discourage people to come up with their optimum performance
- 3) It can lead to stress, which is

a threat to productivity & prosperity of country.

For on higher competition in various aptitude tests can take a significant toll on people and can lead to stress.

Higher competition in the modern world has already seen increase in depression and other psychotic analysis

As they say, too much of good is also bad  
so a balance has to be maintained in the competition for best performance of stakeholders.

5. (a) "A person may cause evil to others not only by his actions but by his inaction, and in either case he is justly accountable to them for the injury". Explain the statement giving one example each from personal and public life.

10

"व्यक्ति न केवल अपने कार्यों द्वारा, बल्कि अपनी निष्क्रियता द्वारा भी दूसरों को क्षति पहुंचा सकता है, और दोनों ही स्थितियों में हुए नुकसान के लिए वह उनके प्रति उचित रूप से जवाबदेह होता है।" व्यक्तिगत और सार्वजनिक जीवन से एक-एक उदाहरण देते हुए इस कथन की व्याख्या कीजिए।

The Existentialism theory propounded by Jean Paul Sartre, the French thinker says that "Existence is prior to Essence", which means that our existence i.e. the actions we take signify what we are.

> The human beings needs to take full responsibility of their actions. Taking a decision and not taking a decision, is also our decision and that does not drive us away from moral consequences of our decisions.

#### EXAMPLES

1. The decision to choose our goals of life should not be left to others, not while their advise is should be considered but ultimately it becomes our decision to accept the recommendations or not.

### • PUBLIC LIFE

The environmental Ethics ad dilemmas involved reflect the inaction of developed countries to part technology and funding to the poor developing countries. Only <sup>history</sup> ~~future~~ will tell the inaction of ~~countries~~ <sup>countries</sup> & country's decisions.

• Similarly, inaction by public servants even at repeated requests by people, put a heavy toll as a result.

> The inaction is itself an action and the person should be held fully accountable for same

(b) "A people that values its privileges above its principles soon loses both."  
What does this quotation mean to you? Explain with an example. 10

"वे लोग जो अपने सिद्धांतों की तुलना में अपने विशेषाधिकारों को महत्व देते हैं, शीघ्र ही दोनों को खो देते हैं।" आपके लिए इस उद्धरण का क्या अर्थ है? उदाहरण सहित व्याख्या कीजिए।

Maslow's hierarchy of Needs, categorise human needs in terms of their dearness to ethical conduct.

He believes that "ethical principles", are a part, which are considered lower in terms of preferences in respect to the desires or in other terms the privileges they enjoy

1. The Quotation objectively puts higher precedence to ethical or moral principles than to privileges that are devoid of moral conduct.

2. It signifies, that as humans, we have a goal of being principled rather than being utterly guided by selfish interests

3. Human beings possess Reason/rationality and therefore are capable of rational or objective analysis of the decisions they take.

A Human conduct should be guided predominantly by principles like impartiality, Honesty, Selflessness, fairness, etc.

Inability to stick to principles, has a spiralling down effect, which even spoils the privileges we enjoy

~ As a EXAMPLE "civil servant", one should hold principles dear to ~~oneself~~ oneself, for the privileges are itself available to serve the larger public interest. Once the person, loses the principles it leads to corruption and a phenomenon of quid pro quo seriously affecting the professional competence and the privileges we enjoy.

6. Instances of atrocities against dalits despite stringent legal measures point to the fact that the problem is not one of legality only but a matter of entrenched social prejudices and attitude. In this context suggest some effective measures to address the issue holistically. 10

कठोर कानूनी उपायों के बावजूद दलितों के विरुद्ध अत्याचार के विभिन्न उदाहरण इस तथ्य को इंगित करते हैं कि समस्या केवल कानूनी नहीं है अपितु यह दृढ़ सामाजिक पूर्वाग्रहों और अभिवृत्ति का मामला है। इस संदर्भ में मुद्दे के समग्र समाधान के लिए कुछ प्रभावी उपायों का सुझाव दीजिए।

The Government has recently strengthened SC/ST - Prevention of atrocities act, but the conditions on ground continues to be exploitative and distressing for SC's/ST's.

There are various dimensions in which,

Despite affirmative action and awareness regarding rights of SC's/ST's the condition remains appalling on ground, where they are socially or economically excluded etc

Some solutions

1. Strengthening law enforcement Mechanisms
2. Bringing paradigm change in teaching pedagogy, containing parts related to atrocities on SC's/ST's to create awareness among people

3. Providing incentives for SC's/ST's to be economically self-reliant. Economic independence will lead to social independence

4. Partnership with NGO's - civil society organisations to create awareness regarding rights ~~and~~ of SC's/ST's

5. Creating separate tribunals for fastening cases pending against SC's/ST's

All these mechanisms, along with "Attitudinal & Behavioral changes induced based on social learning approaches as part of popular arena, TV's serials, radio etc can play an important role in uplifting the status of SC's/ST's.

7. What do you mean by 'anonymity in the civil services'? Explain why anonymity and neutrality are considered as important traits for civil servants. 10

'सिविल सेवा में अवैयक्तिकता (anonymity)' से आपका क्या आशय है? व्याख्या कीजिए कि क्यों अवैयक्तिकता और तटस्थता सिविल सेवकों के लिए महत्वपूर्ण लक्षण माने जाते हैं।

Two important qualities are discussed above

1. Neutrality
2. Autonomous Anonymity

Neutrality : A quality that itself is part of All India Services of country and the Conduct rules (1964) and the draft code of Ethics (2007)

Neutrality means observing strict impartiality, fairness, secular behavior in dealing with issues that are contingent on culture, religion, caste etc

A Neutral behavior also means observing political Neutrality and being committed to the goals and principles and owing allegiance to constitutional provision.

Anonymity : It means showing mechanistic, objective, impartial behavior, owing true

allegiance to facts & not to personal preferences / aims / goals.

It shows that the behavior is truly considerate of facts and not on whims of this ensures uniform behavior of all civil servants at a particular situation guaranteeing significant largely anonymous behavior.

It means, actions devoid of "arbitrary" preferences and inclinations and mechanized analysis of facts.

The above two qualities guarantee objectivity and uniformity in Govt behavior.

8. Prescription of dresscode for women not only violates their liberty but also reflects outdated views on gender relations as well as proper conduct. Comment. 10

महिलाओं के लिए ड्रेसकोड का विधान न केवल उनकी स्वतंत्रता का उल्लंघन करता है, अपितु यह लैंगिक संबंधों और साथ ही उचित आचरण संबंधी दकियानूसी विचारों को भी प्रदर्शित करता है। टिप्पणी कीजिए।

A truly liberal institution and belief system allows its individuals maximum choice to follow comprehensively varying doctrines, discourages any strict prescriptive paradigms or value system.

On similar lines, it ~~is~~ <sup>is</sup> becomes difficult <sup>is</sup> wrong, for <sup>varying</sup> countries to pass any strict prescriptive criteria for people unless, it is something wanted by people themselves.

People should be given absolute freedom to dress the way they want, acknowledge the value systems they believe in without governmental interference or interference of any religious institution.

Prescriptive authoritarian criteria, affect freedom / liberty of people to make their choices, it take away their right to life / liberty and

dignity .

· the Modern Era has already led to privation of religion in private sphere, giving effectively people the freedom to dress or interact or behave they way they want .

⇒ While it is alright for religion to prescribe the clothing for an burqa for women in Islam or Turban for Sikhs, it should effectively be left upon people to decide they way they would dress without any enforcing action .

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

9. You are DM of a very poor district in the hinterland of India. It has come to your notice that manual scavenging is widely prevalent in the district even though the new law prohibits manual scavenging in any form. Upon enquiry, you have found that the number of manual scavengers has been reported to be very low, however, hundreds of dry latrines in the district depict a different picture. You have also noticed two more important trends: first, most of the manual scavengers are Dalits, and second, in many of the cases they themselves go to the houses and request the owners to clean their toilets manually, as it would provide monetary benefits. The entire district administration has been criticized by the media and there is political pressure on you to manipulate the data in a way that it shows less number of manual scavengers in the district. Based on the given information answer the following:
1. Identify the ethical issues associated with manual scavenging.
  2. List the options available to you in the given case. Evaluate the merits and demerits of each.
  3. Discuss some feasible steps that you can take to control this serious problem.

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आप भारत के अंदरूनी क्षेत्र में एक बहुत-ही पिछड़े जिले के डी.एम. हैं। आपको यह पता चला है कि नये कानून द्वारा किसी भी रूप में मैला ढोने की प्रथा पर प्रतिबंध लगाए जाने के बावजूद जिले में यह व्यापक रूप से प्रचलित है। पूछताछ करने पर आपको ज्ञात होता है कि मैला ढोने वालों की संख्या बहुत कम बताई गई है, जबकि जिले में सैकड़ों शुष्क शौचालय अलग ही तस्वीर प्रस्तुत करते हैं। आप दो अन्य महत्वपूर्ण प्रवृत्तियों का भी अवलोकन करते हैं: पहला, अधिकांश मैला ढोने वाले दलित हैं और दूसरा, कई प्रकरणों में वे स्वयं घरों में जाते हैं और गृहस्वामियों से उनका शौचालय हाथ से साफ करने का अनुरोध करते हैं, क्योंकि इससे मौद्रिक लाभ होगा। संपूर्ण जिला प्रशासन की मीडिया द्वारा आलोचना की गई है। इस कारण आप पर आंकड़ों में इस प्रकार से हेरफेर करने का राजनीतिक दबाव है जिससे जिले में मैला ढोने वालों की कम संख्या का पता चले। दी गई जानकारी के आधार पर निम्नलिखित का उत्तर दीजिए:

1. मैला ढोने से संबद्ध नैतिक मुद्दों को चिन्हित कीजिए।
2. दिए गए प्रकरण में आप स्वयं के लिए उपलब्ध विकल्पों को सूचीबद्ध कीजिए। प्रत्येक विकल्प के गुणों-अवगुणों का मूल्यांकन कीजिए।
3. आपके द्वारा इस गंभीर समस्या को नियंत्रित करने के लिए उठाए जा सकने वाले कुछ व्यावहारिक कदमों की चर्चा कीजिए।

Core Ethical Dilemma:

- 1) The core issue revolves around the practice of Manual Scavenging
  - 2) It is against signed labour and work and various provisions of law
  - 3) Poor people especially the socially excluded SC's/ST's i.e Dalits are economically forced to be part of inhuman practice, which is against the ethos of modern and ethical society.
- ± Manipulate the Data, but take a strict action against inhuman practice, after the matter cools down.

MERITS

- This will reduce pressure on ~~poor~~ district administration
- Will give time to authorities to handle situation with various stakeholders
- Will reduce chaos and instability in district and wide media attention

DEMERITS

- Against ethical principles of probity, integrity to release wrong information
- Leak of true information would impact

the legitimacy of govt institution and embarras the authorities.

2. Reveal the information, truly to media & other authorities

#### MERITS

- In line with true ethical behavior of fairness, transparency
- Will expedite efforts to bringing a change in mindset of people
- Long term consequences will be beneficial because truth always comes out of indirect channels

#### DISMERITS

- > Can lead to political chaos
- > lead to huge media pressure and effective accusation of lapse of Govt machinery,
- > Can have consequences in law & order of the district.

3. The other option available is to release the report of official enquiry which state that there are only a minimum no.

of scavengers. This will provide sufficient time to authorities to deal with the manual scavenging issue, a slowly create awareness regarding problems of social exclusion in the society.

#### FINAL RECOMMENDATION

1. The final decision should be based on the principles of code of conduct & Ethics of Civil services.
2. The true information should be released in the public.
3. With the available time a movement should be started, with the participation of NGO's for effectively dealing with menace of manual scavenging.
4. Use of Technology and Engineering devices should be promoted to deal with scavenging.
5. Only a proactive - holistic govt policy can create conditions of inclusive and a non-discriminatory society.



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10. You are SP of a district where the use of drugs is prevalent, especially among the youth. The neighbouring districts are also suffering from the same problem. There is a huge hue and cry in the national media about the drug issue and the government and political parties are pressurising the police and district administration to act on the issue. A big deal of drugs is busted by the police in your area and all the culprits have been arrested. However, even before you reach your office, a minister from the ruling party of the state calls and asks you to release few of the culprits. You have long suspected the role of many senior leaders in this drug menace of the state. You have also been informed by your juniors that a few officers who dared to act against people involved in drug dealings were transferred or suspended on wrong charges earlier.

1. Identify the options available to you.

2. Evaluate the pros and cons of each of your options.

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आप एक ऐसे जिले के एस.पी. हैं जहां मादक पदार्थों का व्यापक उपयोग होता है, विशेष रूप से युवाओं के बीच यह सर्वाधिक प्रचलित है। पड़ोसी जिले भी इसी समस्या से ग्रसित हैं। मादक पदार्थों से जुड़े मुद्दे के संबंध में राष्ट्रीय मीडिया में हायतौबा मची है और इस मुद्दे पर कार्रवाई करने के लिए सरकार और राजनीतिक दल पुलिस एवं जिला प्रशासन पर दबाव डाल रहे हैं। आपके क्षेत्र में मादक पदार्थों की एक बड़ी डील का पुलिस द्वारा भंडाफोड किया जाता है और सभी अपराधियों को गिरफ्तार कर लिया जाता है। हालांकि, इससे पहले कि आप अपने कार्यालय पहुंचते, राज्य के सत्तारूढ़ दल का एक मंत्री आप को बुलाता है और कुछ अपराधियों को छोड़ने के लिए कहता है। आप लंबे समय से राज्य में मादक पदार्थ से जुड़े इस खतरे में कई वरिष्ठ नेताओं की भूमिका पर संदेह करते रहे हैं। आपको, आपके कनिष्ठों द्वारा सूचित किया जाता है कि मादक पदार्थों की डीलिंग में सम्मिलित लोगों के विरुद्ध कार्रवाई करने का साहस जुटाने वाले कुछ अधिकारियों को पूर्व में गलत आरोपों में स्थानांतरित या निलंबित किया जा चुका है।

1. स्वयं के समक्ष उपलब्ध विकल्पों की पहचान कीजिए।

2. अपने प्रत्येक विकल्पों के पक्ष-विपक्ष का मूल्यांकन कीजिए।

### ethical Dilemma

1) Action taken in public interest could be in dissonance to the commitment of civil servants to respect their seniors and their directions.

2) Pressure of being obligated to larger public interest and on the other hand

to the political superiors

1. Releasing arrested drug dealers on the directions of political master - Minister.

#### MERITS

- It will ensure law of order for time being
- It will reduce pressure on police authorities
- If we arrest, few of dealers, it will also give indication to media that police
- will give chance of professional promotion due to political allegiance.

#### DAMAGES

- Against strict standards of probity, integrity, objective behavior, against political neutrality of constitutional values
- It will set a wrong precedence
- It will lead to morally bankrupt and highly demotivated behavior of officials.
- The society will remain entrenched with drug problem which will have several -ve externalities. For ex in health etc.

2. Releasing a few of dealers as suggested by Minister, while detaining few.
1. This would give an indication to Media that police is taking action
  2. This would reduce pressure and will be a win-win situation for DM and for Minister.
3. But it will be against standards of public services as mentioned above
3. Arresting all the drug dealers, releasing information of political angle is wished to Media and take strict action and face consequences
1. Highly ethical behavior, in consonance with ideals of constitution and conduct.
  2. But it will have severe consequences on professional growth of SP
  3. It can have potential to eradicate problem of Drugs in the districts
  4. The other police officials will be motivated and by police action they will continue their work

Recommendation

- Any action taken, should be proactive and involve direct discussions with all the stakeholders. It should first be in strict parallel to law and ethical standards.
- Without full enquiry and report, it would not be expedient to release the name of Minister, it should only be released when there is political deterministic proof.
- Also drug dealers should be arrested and enquired for the political allegiance of support.

The truth, when finally emerges - should then be declared with full passion of courage. As a civil servants, the pressure to maintain high ethical standard becomes a mandatory means of end.

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11. You are the manager of a small hotel which maintains high standards of ethics in dealing with its customers. One day a person comes to your hotel and enquires about booking a room at your hotel. However, due to peak season, all rooms were already booked and hence the staff politely informed him about the unavailability. The person, however, was adamant and took this as a personal insult and started misbehaving with the staff present at the counter. Citing his political connection he also threatened the staff of severe consequences. Next day the person lodged a frivolous complaint with the police under the stringent SC/ST act. In his complaint he accused you and your staff of insulting him deliberately on the basis of his caste. He insisted further that he was denied a room at your hotel due to the caste he belongs to.

1. What are the options available to you?
2. Evaluate each of these options and choose the option which you would adopt, giving reasons.

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आप एक छोटे से होटल के प्रबंधक हैं जिसका अपने ग्राहकों से व्यवहार का उच्च नैतिक मानक है। एक दिन एक व्यक्ति आपके होटल में आता है और आपसे होटल में कमरा बुक करने के संबंध में पूछताछ करता है। हालांकि, पीक सीजन होने के कारण सभी कमरे पहले से ही बुक हैं और इसलिए कर्मचारी विनम्रता पूर्वक उसे अनुपलब्धता के संबंध में सूचित करता है। लेकिन वह व्यक्ति हठी था और इसे व्यक्तिगत अपमान के रूप में ले लेता है और काउंटर पर उपस्थित कर्मचारियों के साथ दुर्व्यवहार पर उतर आता है। अपने राजनीतिक संबंधों का हवाला देते हुए वह कर्मचारियों को गंभीर परिणाम की धमकी देता है। अगले दिन वह व्यक्ति कठोर एस.सी./एस.टी. अधिनियम के तहत पुलिस के पास ओछी शिकायत दर्ज करवाता है। अपनी शिकायत में वह आप पर और आपके कर्मचारियों पर अपनी जाति के आधार पर जानबूझ कर अपमान करने का आरोप लगाता है। वह आगे कहता है कि वह जिस जाति से संबंध रखता है, उसके कारण उसे आपके होटल में कमरा देने से मना किया गया था।

1. आपके समक्ष उपलब्ध विकल्प क्या हैं?
2. इनमें से प्रत्येक विकल्प का मूल्यांकन कीजिए और स्वयं द्वारा चुने जाने वाले विकल्प का कारण बताइए।

ethical Dilemma: The Dilemma involves around professional ethics in business, false allegations for driving a particular notice to embarrass and create atmosphere of ill use of government laws for personal interests.

The following case does not give many options to the manager of small hotel. Some of the possible options are

1. Inform the owner of the entire episode and wait for further developments

#### MERITS

1. It will give time to owner to effectively proceed
2. It will give time to prepare a defense and effective proof for non-involvement in any derogatory practice.
3. It will help, take owner in confidence and devise future strategy
4. It will save time ~~and~~ ~~any~~

#### DISADVANTAGES

- This will be a passive solution
- It will give the particular person a chance to mould facts and falsely implicate person
- It will leave

2. Proactively involve yourself in the case and straight way share the entire truth with police, by taking into account the proof of all rooms being busy, booked

• File a criminal defamation charge against the person

#### MERITS

- Ethically and Morally sound behavior.
- Allows to Reduce chances of being falsely implicated into the case
- Reduce mental and emotional pressure

3. The other action, would be to enter into deal with person to withdraw the case and provide him room, by asking others to exit from the book

MERIT : Will reduce time <sup>wastage</sup> and legal costs

But this will be against ethics of professional behavior, for all the reasons discussed above.

The final solution

- The principles of truth - integrity are extremely important, they should guide future decision
- collecting proofs and substantiating in front of police
- Filing a criminal defamation charge, in court against the aforesaid person
- Developing a sound strategy, to deal with issues like these in future.
- Use technology, like Hidden Cameras, Video, sound recording systems to prevent such situation





12. You are the Health Secretary in a state where there is an outbreak of dengue and chikungunya diseases. There have been reports of negligent attitude of some private hospitals in the city. Also, the public hospitals do not have the required infrastructure and staff to meet such increased number of cases in a short span of time. Additionally, the staff is demoralised by the increased working hours and the public outrage. Despite the efforts of the local authorities this issue emerges year after year.

1. What are the immediate steps which should be taken in such a situation?
2. Suggest some long term measures to ensure that such a situation is not repeated.

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आप एक ऐसे राज्य में स्वास्थ्य सचिव हैं जहां डेंगू और चिकनगुनिया रोगों का प्रकोप है। शहर में कुछ निजी अस्पतालों के उपेक्षा भरे रवैये की भी सूचना है। इसके साथ ही, सरकारी अस्पतालों में इतने कम समय में इन मामलों की इतनी बढ़ती संख्या का सामना करने के लिए आवश्यक अवसंरचना और कर्मचारी नहीं है। इसके अतिरिक्त, कर्मचारी काम के घंटे में वृद्धि और जनता के आक्रोश से हतोत्साहित हैं। स्थानीय प्राधिकरणों के प्रयासों के बावजूद यह समस्या वर्ष दर वर्ष बढ़ती जा रही है।

1. ऐसी स्थिति में उठाये जा सकने वाले तत्कालिक कदम क्या होंगे?
2. यह सुनिश्चित करने के लिए कि ऐसी स्थिति की पुनरावृत्ति न हो, कुछ दीर्घकालिक उपायों का सुझाव दीजिए।

The core ethical dilemma question is based on low attitude of private hospitals that have effectively failed to provide essential services

2. The situation is worsened because of bad conditions of infrastructure at public health institutions

3. With the current conditions i.e. limited staff and conditions of widespread outbreak of dengue and chikungunya situation has further worsened,

## Short term solutions -

- Enforcing private hospitals to provide essential services, keeping a vigil on activities of private hospitals and their cost structure of dealing with patients
- Providing short term monetary support with resources to public officials for dealing with extra responsibility
- Invocation of ESMA Essential Services Management Act to insure that basic services of Health are not affected.
- Creating awareness regarding methods to protect people from Chikungunya etc
- Taking support of doctors from nearby districts and overhauling transportation of people to nearby public-private hospitals

## Long term

- Investing in resources and infrastructure of public officials after govt consultation.
- ~~Creating a legal provision~~ new policy

- Asking government support to effectively deal with menace of chikungunya & Dengue
- Creating a long term strategy regarding ways to reduce epidemics by constituting an expert committee of health officials.
- Creating awareness of, through the use of Media regarding the moral role of private hospitals in providing services in emergency situation.
- Use ~~PPP~~ ~~PPP~~ ~~PPP~~ ~~PPP~~
- Create hospitals based on PPP model where govt would fund the infrastructure and private officials will maintain & render services.
- Creating awareness among public regarding their responsibilities in mitigating the impact of epidemics by using safe and clean water and sanitation techniques & solid & water waste management.

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13. As a Forest Officer, you are receiving increasing complaints of certain animals ruining the farms and causing damage to crops. This is creating an undue financial burden for the farmers who are in deep distress because of the uncontrolled damage. Consequently, the farmers are demanding you to put forward a request for culling of animals. You are an animal lover and against culling of animals. You had made efforts to control the menace but the population of animals has increased beyond the managing capacity.

1. What are the options available to you? Evaluate each of these options and choose the option which you would adopt, giving reasons.

2. Also suggest some long term measures to ensure that such a situation is not repeated.

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एक वन अधिकारी के रूप में, आपको कुछ जानवरों द्वारा खेतों को बर्बाद करने और फसलों को क्षतिग्रस्त करने की बढ़ रही शिकायतें मिलती हैं। यह ऐसे किसानों पर अनुचित वित्तीय बोझ डाल रहा है जो अनियंत्रित क्षति के कारण गहरे संकट में हैं। परिणामस्वरूप, किसान जानवरों को मारने के लिए आपसे अपने वरिष्ठों से अनुरोध करने की मांग कर रहे हैं। आप पशु प्रेमी हैं और जानवरों को मारने के विरुद्ध हैं। आप उक्त समस्या को नियंत्रित करने का प्रयास कर चुके हैं, लेकिन जानवरों की आबादी प्रबंधन क्षमता से अधिक बढ़ गई है।

1. आपके समक्ष उपलब्ध विकल्प क्या हैं? इन उपलब्ध विकल्पों में से प्रत्येक का मूल्यांकन कीजिए और बताईए कि आप किस विकल्प को चुनेंगे। अपने उत्तर के पक्ष में तर्क दीजिए।

2. इसके साथ ही यह सुनिश्चित करने के लिए कि ऐसी स्थिति की पुनरावृत्ति न हो, कुछ दीर्घकालिक उपायों का सुझाव दीजिए।

ethical Dilemma: The Dilemma revolves around dignified behavior and conduct towards animals and prevention of cruelty to them.

• But the need for extermination, because of the rising population

• It also sees a conflict of personal preferences and professional requirements.

## OPTIONS AVAILABLE

1. Indiscriminate culling of Animals". To be requested to Ministry i.e Transfer to Schedule V of Wildlife Act (1972) of the ~~best~~ particular animal

MERITS

- Will end distress and crop losses of farmers
- Will help deal effectively with situation
- Most economically expedient situation's solution

DEMERITS

- Against ethical conduct of dignified behavior towards living animals
  - Against my personal preferences,
  - Against It can lead to protests from wildlife related NGOs, thus hampering situation of law & order
2. Allowing the situation, as it is and taking no action by deferring the responsibility and Delegating the decision on higher authorities.

## MERITS

1. Will not lead to killing of animals, their lives would be protected and the personal preferences ~~will be~~ be a personally preferential idea
2. Delegating the responsibility will mean no accountability of decision maker  
 → But it can lead to problems for the farmers and will not end their crop losses
3. Instituting an expert committee and then taking action on recommendations
  - It will be time consuming
  - It will be economically not feasible since since farmer losses would continue
  - It will worsen, law of order situation because of fear of protests by farmers etc
4. Final Solution / recommendation
  - A solution could be devised, which is both acceptable to all parties and within the mandate and abilities of agencies.

\*Rather than culling of Animals, they could be transferred to other places where there is lesser population and crop fields.

\* Decision regarding sterilisation of Animals rather than discriminate killing could be an early situation.

In the meantime, this would give authorities to devise a proactive - innovative - sound strategy to deal with animals and discuss with various stakeholders.





14. Dr. A.K. Singh, a professor of medicine, is a prominent cardiologist. His personal financial investments include significant stock holdings in three publicly traded biotechnology firms. He is approached by one of these firms to be a lead investigator in a therapeutic trial of a novel agent for preventing tissue damage from myocardial infarction (MI). This will be a randomized double-blinded, placebo-controlled clinical trial (neither patient nor physician will know whether the drug under investigation or a placebo is being used in a given patient). Dr. Singh is quite familiar with the preliminary animal and cell biology work in the area and believes that there is an excellent chance that this new drug will result in a significant improvement in survival and reduce damage to the heart muscle. He even thinks this novel agent may reduce the risk of heart failure and irregular beats. Dr. Singh's group is one of the few cardiology groups fully prepared to carry out this investigation, which is why he was contacted. He cares for a large number of patients with MI and believes that he could enroll numerous patients efficiently. The drug will only be available to his patients if his group participates in the trial. The company is offering Rs. 25 lakh for each patient enrolled. As a lead investigator, he will become much better known and will likely experience an increase in referrals if the trial succeeds.

1. Is Dr. Singh's participation in this study appropriate? Justify your position.
2. Does Dr. Singh have a conflict of interest? If so, what is the nature of the conflict? How could it be mitigated.
3. How would the nature of the conflict of interest be different had he not already owned stock, but instead had been offered stock as a form of compensation for conducting the study?

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मेडिसिन के प्रोफेसर डॉ. ए. के. सिंह प्रमुख हृदय रोग विशेषज्ञ हैं। उनके व्यक्तिगत वित्तीय निवेश में सार्वजनिक रूप से व्यापार करने वाली जैव प्रौद्योगिकी की तीन कंपनियों में बड़ी शेयर धारिता सम्मिलित है। उनसे म्योकार्डियल इन्फैक्शन (एम.आई.) से ऊतकों को होने वाली क्षति की रोकथाम करने के लिए एक नए एजेंट के चिकित्सीय परीक्षण में प्रमुख अन्वेषक बनने के लिए इन में से एक कंपनी द्वारा संपर्क किया जाता है। यह अक्रमिक, दोहरा अज्ञात, प्लेसबो- नियंत्रित नैदानिक परीक्षण है (परीक्षण या प्लेसबो के अंतर्गत औषधि, रोगी में प्रयोग की जा रही है या नहीं, न तो रोगी और न ही चिकित्सक को इसका पता चलता है)। डॉ. सिंह इस क्षेत्र में आरंभिक जन्तु और कोशिका जीव विज्ञान के काम से काफी परिचित हैं। उनका मानना है कि इस नई दवा के परिणामस्वरूप जीवन में महत्वपूर्ण सुधार होने की बहुत अच्छी संभावना है और हृदय की मांसपेशियों की क्षति भी कम होगी। उन्हें यहां तक लगता है कि यह नया एजेंट हृदयाघात और अनियमित धड़कन का खतरा कम कर सकता है। डॉ. सिंह का समूह इस प्रकार के परीक्षण का संचालन करने के लिए पूर्णतया तैयार कुछ हृदय रोग विशेषज्ञ समूहों में से एक है, इसीलिए उनसे संपर्क किया गया है। वह एम.आई. से बड़ी संख्या में रोगियों का इलाज करते हैं और उनका मानना है कि वह कई रोगियों को कुशलता से नामांकित कर सकते हैं। यह दवा उनके मरीजों के लिए केवल तभी उपलब्ध होगी यदि

उनका समूह इस परीक्षण में भाग लेगा। कंपनी, प्रत्येक नामांकित रोगी के लिए 25 लाख रुपए प्रदान कर रही है। प्रमुख अन्वेषक के रूप में, वह अधिक प्रसिद्ध हो जाएंगे और यदि परीक्षण सफल हो जाएगा तो रेफरल में वृद्धि की संभावना होगी।

1. क्या इस अध्ययन में डॉ. सिंह की भागीदारी उचित है? अपना औचित्य सिद्ध कीजिए।
2. क्या डॉ. सिंह हितों के टकराव से जुड़े हैं? यदि हां, तो ऐसे टकराव की प्रकृति क्या है? इसका शमन कैसे किया जा सकता है।
3. यदि उनके नाम पहले से ही शेयर नहीं होते तथा उक्त अध्ययन के संचालन के एवज में शेयर का प्रस्ताव किया गया होता तो हितों के टकराव की प्रकृति किस प्रकार अलग होती?

1. Dr Singh's participation is both ethically and legally wrong and in strict dissonance with existent laws

a) without proper evidence of improvement in preventing the tissue damage in Myocardial infection, Singh would be coordinating and enrolling numerous patients

b) Since, there are no logical and available proofs - he is being paid healthy amount to come up glitches of drugs

c) Also, whether patients are earlier foretold about the "novel drug" whose therapeutic effectiveness is still not known is matter of question.

d) Dr Singh owns considerable level of stocks in company - leads to Conflict of Interest.

also being private interests to  
 d) The actions could endanger the life  
 of many without any guarantees given  
 by Singh.

2. Dr Singh is in position of Conflict of Interest

a) Being a doctor, he is required to  
 take care of patients and exhibit professionalism  
 and ethical conduct

b) He being given a chance to become lead  
 investigator, he will face conflict of  
 interest. Also he owns significant stock  
 holdings in the public companies further  
 deepening conflict of interest.

At one side, ethics of Doctor conflict with  
 his private engagement and dealing with  
 biotech companies.

> He will be under pressure to show  
 results as positive despite any factual  
 improvements.

Conflict of Interest could be avoided by

- 1) Objectivity - Dealing with facts in objective in impartial manner
- 2) Recognizing conflict of Interest of understanding moral consequences
- 3) Revealing the facts to public and patients before accepting the charge of lead investigator
- 4) Third party independent appraisal of the drug.

c) \* The deal could have been more impartial, ethically sound & morally comprehensible had it been the way explained in the question

- 1) No interest in company's stock (MFI) drug and its therapeutic success
- 2) No presence of duping and forging the facts
- 3) Absolved of any conflict of Interest
- 4) Legally and Morally sound conduct





Don't write  
anything this  
margin  
(इस भाग में  
कुछ ना लिखें)