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GENERAL STUDIES (TEST CODE : 1056)

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Medium Hindi/Eng.	ENGLISH	Registration Number	104395
Center	ORN	Date	11/7/18

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

16-B, 2nd Floor, Above National Trust Building, Bada Bazar Marg, Old Rajinder Nagar, Delhi-110060

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EVALUATION INDICATORS

1. Contextual Competence
2. Content Competence
3. Language Competence
4. Introduction Competence
5. Structure - Presentation Competence
6. Conclusion Competence

Overall Macro Comments / feedback / suggestions on Answer Booklet:

1.

2.

3.

4.

5.

6.

All the Best

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

1. (a) Explain the significance of the following in the context of civil service: 10

- (i) Public trust
- (ii) Objectivity
- (iii) Strength of character
- (iv) Empathy
- (v) Selflessness

सिविल सेवा के संदर्भ में निम्नलिखित के महत्व की व्याख्या कीजिए:

- (i) लोक विश्वास
- (ii) वस्तुनिष्ठता
- (iii) चरित्र की दृढ़ता
- (iv) समानुभूति
- (v) निस्वार्थता

(i) Public trust → when public trusts and believes in intention and ~~word~~ word of government. They consider go administration to be their well-wisher and ~~have~~ ^{has} confidence in them.

(ii) Objectivity → when rules and procedure are clearly defined so that work can be done transparently ~~without getting and~~ ^{without any} ~~there is no~~ biassness or ~~parto~~ partiality.

(iii) Strength of character → when a ^{civil servant} ~~person~~ stays true of themselves and stick to their principles even in adverse situation. This virtue of ^{civil servant} ~~person~~ doing right thing without getting scared of consequences is strength of character.

(iv) Empathy → when civil servant perform their duty by keeping themselves in shoes of the citizen to understand what they are going through. This understanding of suffering of others as your own is called empathy.

(v) Selflessness → when a civil servant performs his duty ~~for~~ without any desire of fame, appreciation, fear or pecuniary ~~and~~ reward just for the sake of welfare of the public. That is called selflessness towards public service.

1. (b) Do you think nation states owe a responsibility towards asylum seekers? What are the considerations that should, in your opinion, go into the making of a refugee policy? Provide arguments with contemporary examples. 10

क्या आप मानते हैं कि शरण चाहने वालों के प्रति राष्ट्र राज्यों की जिम्मेदारी होती है? आपकी राय में, शरणार्थी नीति निर्मित करते समय किन विषयों पर विचार किया जाना चाहिए? समसामयिक उदाहरणों के साथ तर्क प्रदान कीजिए।

Nation-states do owe responsibility towards asylum seekers as: ~~if they~~

- 1) Asylum seekers have not ~~to~~ left their country out of choice but out of compulsion. Eg) ~~Ref~~ Refugees from Syria, Iraq are going to Europe to start a new life.
- 2) If they are not given protection ~~then~~ and ~~they~~ returned then that will put their life in danger. Eg) Rohingya muslims face threat to life and persecution if returned to Myanmar.
- 3) Asylum seekers especially political leaders

or whistleblower if were forced to leave country for standing for ~~just~~ ethical principles.
So Nation - states are morally obliged to help them in their fight against tyranny and oppression.

Considerations needed to go in refugee policy are: -

- 1) level of distress → Are people seeking refugee for better employment opportunity or threat to life.
 - 2) Capacity of Nation to handle refugee
 - 3) ~~With~~ How refugees will be rehabilitated, educated, skilled and employed -
 - 4) whether refugee can pose threat to local law and order or not. Eg) ~~not~~ Ganga rape of german women by refugee on new year eve.
- Nation states should be sympathetic towards refugees and Asylum seekers -

2. (a) Why do civil servants have a special obligation to uphold ethical standards? What are the main areas of concerns for implementation of an effective ethical standard in civil services? In this context, suggest measures to remedy these concerns. 10

नैतिक मानकों को बनाए रखने के प्रति सिविल सेवकों का एक विशेष दायित्व क्यों होता है? सिविल सेवाओं में एक प्रभावी नैतिक मानक के कार्यान्वयन हेतु चिन्ताओं के प्रमुख क्षेत्र क्या हैं? इस संदर्भ में, इन चिन्ताओं को दूर करने हेतु उपाय सुझाइए।

Civil servants have special obligation to uphold ethical standard as :-

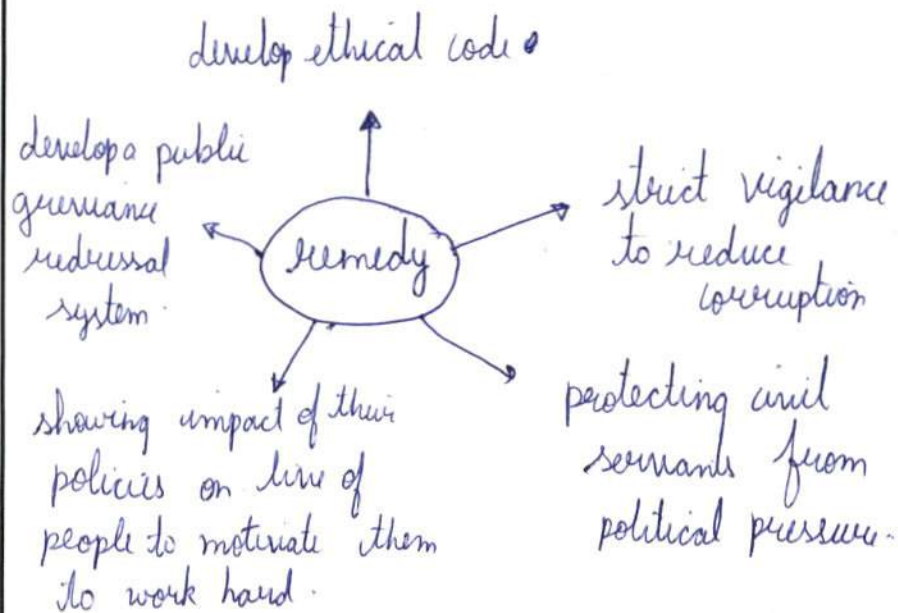
- 1) They deal with public money. So they have to ensure that it is used efficiently and transparently.
- 2) They are involved in welfare of public & downtrodden. So they need to be empathetic and emotionally intelligent in their approach.

3) Main areas of concern for implementation of ethical standards are :-

- 1) Corruption → Corruption is a major political impediment in effective public administration.
- 2) Vested interest → They often try to capture

power, ~~so change~~ misuse and interference with working of civil servants (eg) political influence on working of police.

- 3) Lack of transparency and Accountability
- 4) Lack of action against corrupt official



2. (b) While families are the first socializing agents, which inculcate moral values in a child, the role played by schools in this regard is also indispensable. Discuss. **10**

यद्यपि परिवार समाजीकरण के प्रारंभिक अभिकर्ता होते हैं, जो बच्चे में नैतिक मूल्य अंतर्निविष्ट करते हैं, फिर भी इस संबंध में विद्यालय द्वारा निभाई जाने वाली भूमिका भी अपरिहार्य होती है। चर्चा कीजिए।

Parents are a child's 1st teachers who teaches them how to behave with others and instil appropriate ethical values in them.

Apart from parents, schools also provide children with a sense of what is right and what is wrong.

* When children are praised for their right behaviour ~~they are~~ and punished for wrong it they are made to behave in a proper conduct ~~and~~ learn discipline, and compassion.

Children in school are also exposed to other children and this socialization helps them to develop their personality.

They learn teamwork, tolerance,
respect towards others and make life
long friends.

In school, education helps children to
~~not~~ rise above dogmas of religious
caste & gender biasness. This
socialization leads to development of
socially equalitarian society.

So, Parents & schools both play an
indispensable role in socializing and
forming personality of the children.

3. (a) What is the significance of morality in day-to-day life? Give an example from your own life where you chose moral action and elaborate the reasons for your choice of that action. **10**

दैनिक जीवन में नैतिकता का क्या महत्व है? अपने स्वयं के जीवन से एक उदाहरण दीजिए जहाँ आपने नैतिक कार्यवाही का चयन किया और उस कार्यवाही के चयन के कारणों का सविस्तार वर्णन कीजिए।

Morality is ~~that~~ those values which are appropriate according to conscience of the individual.

Morality is significant in day-to-day life in following ways:-

- 1) It helps in creating a just and a crime free society.
- 2) Moral actions helps to develop trust between individuals.
- 3) Morality is ~~essential~~ an important aspect of integrity, honesty and compassion on which all the relationships are developed.

In college, I by forging of signature on ^{my} college-id I could have saved ₹200,

but unlike many of my friends I
decided to ~~or~~ pay fine for ~~late submission~~

I did so because it was my fault ~~of~~ that
~~late submission~~ I missed the last date
of submission.

Also forging signature of someone else is
a crime not only in eyes of laws but
also in eyes of my ~~conscious~~ conscience.
and according to me if someone
commit a mistake, he ~~is~~ shouldn't lie
and accept his ~~or her~~ mistake and be
ready to face consequence and here
consequence was paying a ₹ 200 fine.

3. (b) Analyse the ethical dimensions of using nuclear deterrence as a self-defense strategy. 10

आत्मरक्षा की एक रणनीति के रूप में परमाणु भयादोहन (निवारण) का उपयोग करने के नैतिक आयामों का विश्लेषण कीजिए।

Policy of Nuclear deterrence suggests that arming 2 Nations with nuclear weapons, will prevent them from going on war with each other due to the fear of MAD [Mutually Assured Destruction].

Despite 2 no two Nuclear power going on full scale war with each other this policy of nuclear deterrence is ^{ethically} flawed as:-

- 1) It leads to arm race among the countries. which leads to diversion of resources from education, healthcare etc to weapons of mass destruction
- 2) Proliferation of nuclear weapons will increases chances of nuclear war. As not all the countries especially

dictatorships are not ^{very} ~~at~~ responsible ~~as~~
~~democratic nations~~ nations.

3) It creates an atmosphere of tension
and anxiety.

4) Nuclear weapons are an unethical
use of science.

5) Production of nuclear weapons leads
to generation of radioactive waste
which is detrimental for both
human and ecological health

6) Nuclear ~~de~~ weapons ~~is~~ increases
inequality between nuclear countries
possessing nuclear ~~power~~ ^{weapons} and those who
do not.

World should move towards de-
nuclearisation in order to achieve
global peace.

4. (a) We make a living by what we do, but we make a life by what we give. 10

(i) Highlight the importance of value of altruism for a society.

(ii) Discuss the role of education in imparting such values.

जो हम करते हैं उससे अपनी आजीविका अर्जित करते हैं, लेकिन जो हम देते हैं उसे हम जीवन निर्मित करते हैं।

(i) समाज के लिए परोपकारिता के मूल्य पर प्रकाश डालिए।

(ii) ऐसे मूल्यों को प्रदान करने में शिक्षा की भूमिका की विवेचना कीजिए।

(i) Altruism is selfless desire for others well being.

An altruistic person is always interested in helping others and giving back to the society. Gandhiji practiced altruism, he selflessly devoted himself to the upliftment of ~~Dalit~~ untouchables and called them Harijans.

Altruism helps in making an empathetic, compassionate and just society. It helps us to ~~live a better~~ make others live better and our life even more meaningful.

An altruistic society is free from social evils and ~~forms~~ provides peaceful and harmonious living to its inhabitants.

(ii) Education plays an important role in developing altruism in following ways:-

- 1) Education develops a sense of equality among students. It make them more sensitive and thoughtful about other's suffering which helps them to develop spirit of altruism.
- 2) It expands the horizon of thinking, it makes them emphatic and develops a sense of responsibility towards upliftment of society.
- 3) Moral education instills ethical & moral values in mind of ~~city~~ students which makes them good and caaring citizens.

Proper Education ~~is a~~ ^{can be} real gamechanger for a society as it makes students the future of society altruistic towards other's pain.

4. (b) Giving examples, examine the relationship between personal and professional ethics of civil servants. 10

उदाहरण प्रस्तुत करते हुए सिविल सेवकों के व्यक्तिगत एवं पेशेवर नैतिकताओं के बीच संबंधों का परीक्षण कीजिए।

Civil servants have to follow 2 types of ethics :-

1) Personal ethics

These include his conduct in day to day life like:-

- a) He should set example by himself following the rules himself.
- b) He needs to be compassionate, altruistic in personal life then only he can show them in professional life.
- c) He should be positive, have strong moral character, virtuous and git.

2) Professional ethics

- a) He should be emotionally intelligent, empathetic and sympathetic to public's suffering.

- b) He should have integrity, honesty and be objective and impartial in his approach.
- c) Should be honest and follow rule of law.

By looking at both personal and professional ethics we come to know that one is not independent of other and both ~~are~~ have considerable overlap.

For eg) If a shopkeeper ^{by mistake} returns extra money then what is required and civil servant ~~know~~ despite knowing keeps the extra money with himself then this is an unethical personal behaviour.

Such a civil servant is bound to be corrupt in professional sphere as well.

So a civil servant should be ethical in both his personal and private life - as one is not separate from another.

5. Given below are two quotations of moral thinkers/ philosophers. For each of these, bring out what it means to you in the present context.

नीचे नैतिक विचारकों/दार्शनिकों के दो उद्धरण दिए गए हैं। इनमें से प्रत्येक के लिए स्पष्ट कीजिए कि वर्तमान संदर्भ में आपके लिए इसके क्या मायने हैं।

(a) If people scrutinize their own faults as they do the faults of others, mankind will be freed of all evil. 10

लोग जिस प्रकार दूसरों की गलतियों की संवीक्षा करते हैं, यदि उसी प्रकार अपनी गलतियों की भी संवीक्षा करें, तो मानव जाति सभी बुराइयों से मुक्त हो जाएगी।

We as people are often judgemental about other people. We try to find their faults, flaws and feel happy about their imperfection.

This fault finding habit blinds us from seeing our own faults. This ~~is~~ keeps our judgement lopsided and we blame others for everything wrong which is going on around us.

This fault finding ^{habit} ~~is~~ also to conflict, anger and anxiety among people.

It is always better to first see, and acknowledge and solve our own inner

faults. As this allows us to see the true picture and this will also help us to solve the problem in hand.

Apart from this it also improves our personality.

So all of us need of scrutinize our own faults in order to ~~make world~~ improve our lives and make world a better place.

5. (b) Courage is the first of human qualities because it's the quality that guarantees the others. 10

साहस प्राथमिक मानवीय गुण है क्योंकि यह वह गुण है जो अन्य गुणों को सुनिश्चित करता है।

Courage is the most fundamental quality a human should possess as it provides us strength to follow our conviction in difficult times without getting bogged down by the consequences.

Without courage we won't be able to display our other quality in time when it is most needed.

Without courage, Grandhiji couldn't have fought the mighty British. It was courage which gave him strength to follow his unique path of Ahimsa.

It was courage which helped Nobel Prize Winner Malala Yousafzai to

stand up to dreaded Taliban for girl education.

It was courage which helped Thomas Edison to keep on experimenting again and again to invent electric bulb despite failing a 100 times.

So whatever we want achieve in life courage is the most important requirement as it allows us to face our fears, anxiety and uncertainty in life. Without courage ~~there~~ other human qualities are rendered ineffective.

6. How do law and conscience act as source of ethical guidance? Explain with examples. 10

कानून और अंतःकरण नैतिक मार्गदर्शन के स्रोत के रूप में किस प्रकार कार्य करते हैं?
उदाहरण सहित व्याख्या कीजिए।

Law and conscience act as dual police
one external and other internal in
controlling our behaviour.

Some
~~we~~ display ethical behaviour out of
fear of law. For eg) People ~~do~~ don't
~~cheat~~ cheat others ^{out} because of ~~the~~ fear of
punishment.

Similarly conscience acts as an internal
restrain in controlling unethical
behaviour. For eg) We do not cheat
others as doing so will make us feel
guilty internally.

So this feeling of self guilt also
prevents us from showing unethical
behaviour.

~~Conscio~~ Conscience also helps to control those unethical behaviour which are lawful. For eg) lying ~~is~~ might not be unlawful but it is unethical, so our conscience makes our feel nervous and guilty on lying.

Therefore law & conscience exert double control on our behaviour and act as source of ethical guidance.

7. Differentiate between the following using examples:

10

(i) Wants and Needs

(ii) Ethics and Etiquette

उदाहरणों के साथ निम्नलिखित के बीच भेद कीजिए:

(i) इच्छाएँ एवं आवश्यकताएँ

(ii) नैतिकता और शिष्टाचार

(i) Needs refers to basic necessities ~~of needed~~
~~to~~ required to live a meaningful life.
whereas wants not only includes our
needs but also our desires.

So wants ~~may~~ are not essential for
our survival. They are gratified only
in order to ~~need~~ ^{fulfill} psychic and bodily
pleasures.

Wants also consists a component of greed
and it leads to consumerism.

So person should always try to limit
their wants and focus ^{only} on fulfilling needs.

As Gandhiji said " Earth has enough for
everyone's need but not for everyone's
greed".

(ii) Ethics are set of right or wrong prescribe by the society in which we live it. It helps to resolve dilemma which we face in our day to day life.

Etiquettes ~~are set of behav~~ tells us how to speak, behave in a given situation. Etiquette mainly focuses on outer aspect of our behaviour like ^{manner} speech, eating style, dressing sense etc.

whereas ethics, deals with internal aspect of our behaviour it ~~tells us~~ deals with mental frame of mind ^{thoughts} and psychic purity.

8. Good corporate governance is not an end in itself. It is a means to support economic efficiency, sustainable growth and financial stability. Discuss. 10

उत्तम कॉर्पोरेट प्रशासन अपने आप में साध्य नहीं है। यह आर्थिक दक्षता, संधारणीय विकास और वित्तीय स्थिरता को प्रोत्साहित करने का एक साधन है।

Good Corporate governance is needed to protect ^{interest of} all the stakeholders of the company.

Ethically it is an end in itself as it ensure governance of corporate according to rule of the law where interest of everyone and not only majority stakeholder is taken care off.

~~It is~~ Apart from being an end in itself it also has various advantages such as:-

- 1) Economic efficiency
- 2) Good corporate governance consists of proper 3rd party audit, transparent transaction which leads to better efficiency
- 2) Sustainable growth
Good corporate governance leads to

higher satisfaction of stakeholders and better image of company in eyes of the public, ~~both~~ ^{both} which leads to sustainable growth.

financial stability

~~Since~~ It involves discussion with all stakeholders and following rule of law which leads to financial stability.

Hence, corporate governance should be ~~per~~ ^{per} pursued not only because of ethical consideration but also for development and growth of business.

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

9. A hilly state witnessed torrential rains leading to loss of life and property. Apart from the local inhabitants there were tourists stranded in large numbers. With the supply chains broken and increased demand, it was observed that local shopkeepers started selling essential goods at very high prices. With a very restricted possibility of being evacuated in the coming few days, the stranded people feel helpless. A crumbled governance infrastructure in remote areas has multiplied the extent of their agony. Given this situation, answer the following questions. **20**

(a) Identify the various stakeholders in the case and give a reasoned account of their interests. Given the administrative, market and ethical perspective of viewing the situation, do you think there is a conflict in the priorities of these stakeholders?

(b) Suggest ways to harmonize competing interests in order to resolve the issues, provide relief and prevent escalation of conflict.

एक पहाड़ी राज्य में मूसलाधार वर्षा होने के कारण जान-माल की क्षति हुई है। स्थानीय निवासियों के अतिरिक्त बड़ी संख्या में पर्यटक फंसे हुए थे। आपूर्ति श्रृंखलाओं के टूट जाने और मांग में वृद्धि होने के कारण यह देखा गया कि स्थानीय दुकानदारों ने आवश्यक वस्तुओं को अति उच्च मूल्यों पर बेचना आरंभ कर दिया। आने वाले कुछ दिनों में वहाँ से निकाले जाने की अति सीमित संभावनाओं को देखते हुए फंसे लोग स्वयं को लाचार अनुभव करने लगे हैं। दूर-दराज के क्षेत्रों में जीर्ण-शीर्ण शासन अवसंरचना ने उनकी व्यथा को और भी अधिक बढ़ा दिया है। इस परिस्थिति को देखते हुए निम्नलिखित प्रश्नों के उत्तर दीजिए।

(a) इस प्रकरण में विभिन्न हितधारकों की पहचान कीजिए और उनके हितों का तर्कपूर्ण विवरण प्रदान कीजिए। इस परिस्थिति को देखने के प्रशासनिक, बाजार (आर्थिक) और नैतिक परिप्रेक्ष्य को देखते हुए क्या आप यह मानते हैं कि इन हितधारकों की प्राथमिकताओं में परस्पर विरोधाभास है?

(b) इन मुद्दों के समाधान करने हेतु प्रतिस्पर्धी हितों के बीच सामंजस्य स्थापित करने, राहत प्रदान करने तथा संघर्ष को और अधिक बढ़ने से रोकने के उपाय सुझाइए।

The above scenario deals with post-disaster humanitarian crisis.

The various stakeholders are:-

- 1) Local Residents → Their property, agriculture

land, livestock etc along with life have been affected due to torrential Rains. They are also suffering due to increased prices of basic necessities and disruption in connectivity with outside world.

2) Tourist → They have been stuck in their hotels or rendered shelterless due to lack of money to pay for extra days at hotel. They are waiting for ~~roads~~ & revival of transportation system so that they can return home.

3) Shopkeepers → They are taking undue advantage of ~~people's~~ situation to maximise their profit at the cost of stranded tourist and helpless locals.

4) Government or Administration → It is their responsibility to ~~exac~~ evacuate

people from disaster affected area as soon as possible ~~and~~, provide them with food and other necessities ~~and~~.

~~Administrative~~ Different perspective of viewing the situation are :-

- 1) Administrative → They want to reach out to affected people as soon as possible and want to restore supply chains to the affected zone.
- 2) Market → ~~As~~ According to this perspective they are seeing this as an golden opportunity to maximise profit at cost of the public.
- 3) Ethical → ~~It~~ According to this, affected trapped people should be evacuated, locals should be helped to restore their life. This view involves government, shopkeeper, locals, tourist everyone to come together and help each other in this situation of crisis.

From the above, it is clear that there is conflict in their priorities as:-

- 1) Government's top priority is to restore ~~con~~ governance system and ~~pro~~ supply lines as soon as possible.
- 2) Shopkeepers want to maximise profit.
- 3) Local Inhabitants ~~want to~~ and trapped tourist want ~~as~~ first aid, clean drinking water, food and shelter.

b) Ways to harmonize competing interest are:-

1) Role of government

- a) It should deport NDRF, state police and army to rescue people stuck in landslide, flood and debris.
- b) It should restore supply chains, so that price of essential commodities are under check.
- c) It should bring ~~it~~ in doctors to look

after injured.

- d) It should restore transportation system at earliest, so that stranded tourist can be evacuated.
- e) Request shopkeepers to not to charge exorbitant prices of from the people and ask hotels, Dharamshalas to accommodate as many tourists as possible.
- f) Government can give compensation to locals who have lost their kins and suffer loss of property.

Government, NGO's, locals and every other stakeholder should come together to help people affected by disaster. A fast rehabilitation and rescue mission is important as otherwise there can be violent clashes in order to get hand on scarce essential commodities.

10. The steady decline in sex ratio suggests that marked improvement in the economy and literacy rates do not seem to have had any impact on this index. In fact, the availability of new technology and its easy access for the urban, wealthy and educated have worsened the trend and harmed the status of women in Indian society. 20

(a) Explain why the phenomenon should not be simply viewed as a medical or legal issue and more attention should be given to the ethical issues involved.

(b) Give some suggestions to tackle the problem of declining sex ratio.

(c) Discuss the ethical dilemma involved in Right to abortion vs. Prevention of female foeticide. How can this be resolved?

लिंगानुपात में निरंतर गिरावट यह संकेत देती है कि अर्थव्यवस्था एवं साक्षरता दरों में उल्लेखनीय सुधार के परिणामस्वरूप भी इस सूचकांक पर कोई प्रभाव पड़ता प्रतीत नहीं हो रहा है। वास्तव में, नई प्रौद्योगिकी की उपलब्धता और शहरी समृद्ध एवं शिक्षित लोगों तक इसकी आसान पहुँच ने इस प्रवृत्ति को और बिगाड़ा है तथा भारतीय समाज में महिलाओं की स्थिति को क्षति पहुँचाई है।

(a) व्याख्या कीजिए कि क्यों इस परिघटना को मात्र एक चिकित्सीय या विधिक मामला नहीं समझा जाना चाहिए और इसमें समाविष्ट नैतिक मुद्दों पर अधिकाधिक ध्यान दिया जाना चाहिए।

(b) घटते लिंगानुपात की समस्या से निपटने हेतु कुछ सुझाव दीजिए।

(c) गर्भपात का अधिकार बनाम कन्या भ्रूण हत्या निवारण में समाविष्ट नैतिक दुविधा पर चर्चा कीजिए। इसका समाधान किस प्रकार किया जा सकता है?

a) Declining sex ratio is one of the major challenges faced by India today.

It is ~~not only a medical~~ a combination of many issues like :-

i) medical issue

Due to presence of modern technology & like ultrasound it is easy to go for female foeticide.

2) Legal Issue

Despite making sex determination and female foeticide, infanticide a criminal offence by PCPNDT Act [Pre Conception Pre Natal Diagnostic Test] these nefarious activities are still rampant.

3) Ethical Issue

This is the most important issue as it deals with the core of the problem that is :-

- a) ~~Declining~~ Declining sex ratio is because of presence of gender inequality and patrilarchy
- b) ~~the~~ Girls are considered as burden on parents as :-
 - (i) Last rites can only be performed by son & not daughter. So religious values promote gender biasness
 - (ii) Unethical practice of dowry increases burden on girls parents.
 - (iii) Unethical values and concept of

girl being a "Paraya Dhan"

- c) It is unethical on part of doctors as a professional to ~~is~~ engage in sex determination and female foeticide. This is against the oath taken by him at start of his profession.

B) ~~Ways~~ So ~~female~~ declining sex ratio is mainly an ethical issue and if we are able to tackle it other ~~no~~ issues such as medical & legal will automatically get resolved.

B) Ways to tackle problem of declining sex ratio:-

- 1) ~~Ma~~ strict implementation of existing laws such as PCPN DT Act.
- 2) ~~Crackdown~~ Proper monitoring of sale of ultrasound machine.

3) Women empowerment

-) Need to ~~promote~~ ^{impart} skills and education to women to make them economically productive members. This will increase their status.
-) Increasing representation of women in administration, legislators in order to have gender sensitive policies.

4) Awareness

-) Create awareness about ~~use of~~ gender equality, gender justice.
-) Highlight good work done by women and make people realise importance of girl child.

^{-ing} Being Attitudinal change should be the main focus on government in order to tackle declining sex ratio.

c) Right to Abortion

1) Right to abortion is a women's bodily right over her ~~her~~ to abort foetus in case of:-

- a) medical exigencies
- b) Unwanted pregnancy

2) ~~Also~~ Right of women over her body i.e. whether she wants to be a mother or not is completely her choice.

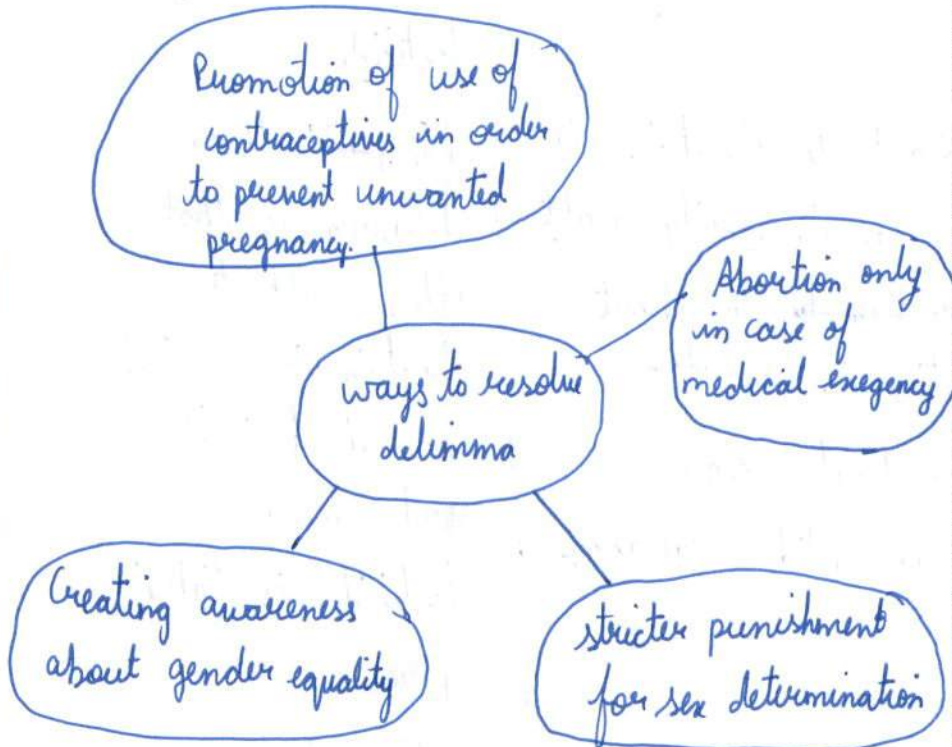
So these 2 reasons are leading to an ethical dilemma.

Prevention of female foeticide

The ~~prev~~ ethical dilemma is that often right to abortion is misused ~~in~~ and ~~it~~ in its garb female foeticide is taking place.

Right of foetus to live.

The core question is when does life start because if it ~~starts~~ foetus is treated as an living entity then it also has a right to life



Government should make sure that right of abortion shouldn't be misused in order to conduct female foeticide.

11. You are the officer-in-charge responsible for monitoring allotment of foodgrains under the Public Distribution System to BPL families in a given district. A group of BPL families in the district claim that they have been denied ration from fair price shops due to non-linking of Aadhar card with their BPL cards. They remark that the government and officers concerned are not empathising with their situation and stage a silent protest. Further, the incident is also being linked to similar instances in other areas of the country where people were denied access to PDS benefits due to similar reasons. The government receives a lot of criticism for this incident on social media networks. You are now in a conundrum, as you are aware that the BPL families need to get foodgrains on time. However, as a government officer, you also need to follow the prescribed rules. Media scrutiny has further aggravated the situation and you realize you need to tread carefully.

20

Based on the information above, answer the following:

- (a) List the issues in the given situation that the parties involved are facing.
- (b) What step(s) will you take in the situation to ensure that the demands of the aggrieved persons are met without violating the rules?
- (c) In this context, briefly discuss how the poor in the country currently face digital exclusion and its consequence(s).

आप एक जिले में BPL परिवारों को सार्वजनिक वितरण प्रणाली (PDS) के अंतर्गत खाद्यान्न आवंटन की निगरानी करने हेतु जिम्मेदार प्रभारी अधिकारी हैं। जिले में BPL परिवारों के एक समूह का दावा है कि अपने BPL कार्ड को आधार कार्ड से न जोड़ने के कारण उन्हें उचित मूल्य की दुकानों से राशन देने से मना कर दिया गया है। उनका कहना है कि सरकार एवं संबंधित अधिकारी उनकी स्थिति से समानुभूति नहीं रखते हैं और वे मौन विरोध प्रदर्शित करते हैं। इसके अतिरिक्त इस घटना को देश के अन्य क्षेत्रों में घटित इसी प्रकार की घटनाओं से जोड़कर देखा जा रहा है जहां ऐसे ही कारणों से लोगों को PDS से लाभ प्राप्त करने से वंचित कर दिया गया था। इस घटना के कारण सोशल मीडिया नेटवर्कों पर सरकार की अत्यधिक आलोचना हो रही है। अब आप विकट समस्या में फंस गए हैं क्योंकि आपको ज्ञात है कि इन BPL परिवारों को समय पर खाद्यान्न की आवश्यकता है। हालांकि, सरकारी अधिकारी होने के नाते आपको निर्धारित नियमों का पालन भी करना है। मीडिया जाँच से स्थिति और भी बिगड़ गई है और आपको अहसास होता है कि इस मामले में आपको सावधानीपूर्वक आगे बढ़ना पड़ेगा।

उपर्युक्त जानकारी के आधार पर निम्नलिखित प्रश्नों के उत्तर दीजिए:

- (a) दी गई परिस्थिति में शामिल पक्षकारों द्वारा सामना किए जा रहे मुद्दों को सूचीबद्ध कीजिए।
- (b) इस परिस्थिति में, नियमों का उल्लंघन किए बिना पीड़ित व्यक्तियों की मांगों की पूर्ति सुनिश्चित करने हेतु आप कौन-सा/से कदम उठाएंगे?
- (c) इस संदर्भ में, संक्षेप में चर्चा कीजिए कि देश में निर्धन लोग वर्तमान समय में डिजिटल अपवर्जन (बहिष्करण) और इसके परिणाम(मों) का सामना किस प्रकार करते हैं?

~~This is~~ The ethical dilemma in above scenario is whether to give more importance to means (i.e. rules) or ^{to} end (i.e. public welfare)

a) Issues faced by different parties are :-

- 1) BPL families → They are facing food crisis as food has been denied to them by PDS ration shops
- 2) officers due to their lack of knowledge or other reasons ^{behind} non-linking of Aadhar as pushed them out of food security net and government officials are not listening to them.

- 2) Government officials → They are bound by the rules and they can't break rules for anyone. ~~So they are forced to~~ or be partial. So giving them grain can lead to inquiry against them. They also ^{are} facing ~~dilemma~~ dilemma, as if they

☞ don't give grains ~~to~~ to them there will be severe media criticism which can lead to action against them.

b) steps in order to resolve ethical dilemma are:-

- 1) ~~Be~~ Contacting NGO's to provide food to the BPL families.
- 2) If NGO, not able to help, then I will be writing reasons on paper as to ~~how~~ why I have taken the decision of giving them ration.
- 3) Contacting UIDAI ~~and~~ and asking them to give one time exemption until all BPL cards are linked to Aadhar.
- 4) Setup camp to link BPL card ~~of~~ to Aadhar so that families don't suffer because of digital exclusion.

5) UIDAI has already made announcement that food can be ^{even} given to those who have Aadhaar card so ~~despite~~ but ~~that~~ despite not it being linked with BPL card. This ~~is~~ step is in right direction. ~~as it~~

c) Recently a 11 year old girl child died out of starvation in Jharkhand & she had BPL card was not linked with Aadhaar.

poor are facing digital exclusion because:-

1) Due to mandatory ~~is~~ linking of Aadhaar with social security benefits be it for PDS ration, pension, ~~is~~ subsidy.

2) ^{As} ~~So~~ many people are ~~unaware of linking~~ BPL cards with Aadhaar, so

2) Deactivation of ^{those} BPL cards ~~those~~ ~~who~~ which haven't being ~~is~~ linked with Aadhaar.

- 3) Even if BPL card linked with Aadhar then also not able to get benefit as :-
- Due to absence of internet or electricity
 - failure of biometric verification due to faulty POS machine or damaged thumbprint.
 - Elderly who suffer from movement disability can't send someone else to get ration or pension because physical presence is needed for biometric verification.

Consequences of digital Exclusion

- Rise in deaths due to starvation
- Digital exclusion is making vulnerable sections like elderly, women and children even more vulnerable.
- Leading to criticism of government for its apathy.

Government has taken up programme such as PMGDISHA to make 6 crore people digitally literate and ~~VISION's instruction of linking~~ is a step in right direction. Government should ~~not~~ do linking of Aadhaar with other cards in mission mode in order to prevent digital exclusion.

12. You are working as a senior doctor in the oncology department of a super specialty hospital located in Delhi. While accessing the quotations from reputed pharmaceutical companies to hospitals, you unearth a nexus between pharma firms and the hospital administration. You get to know that they are hand-in glove with each other and trying to fleece cancer patients by selling drugs at exorbitant prices, even though low cost alternative drugs are available in the market. Being the head of Alliance of Doctors for Ethical Healthcare, who is working against the arbitrary price regime of life saving drugs, you get a chance to represent your case before the Health Minister of your state. However, certain other doctors of the Alliance have asked you to present a distorted reality in front of the Minister since they are obtaining pecuniary benefits from such a scheme of nexus, which would cease if the nexus gets exposed. 20

- (a) Identify the main stakeholders and ethical issues involved.
(b) Analyse the possible solutions for addressing the issues.
(c) What would be your final course of action and why?

आप दिल्ली में अवस्थित एक सुपर स्पेशलिटी अस्पताल में ऑन्कोलॉजी विभाग में एक वरिष्ठ चिकित्सक के रूप में कार्यरत हैं। प्रतिष्ठित दवा कंपनियों द्वारा अस्पतालों को दी जाने वाली संविदा दरों (कोटेशन्स) को प्राप्त करने के दौरान आप दवा कंपनियों और अस्पताल प्रशासन के बीच मिलीभगत का पता लगाते हैं। आपको पता चलता है कि दोनों की मिलीभगत है और वे अत्यधिक उच्च कीमतों पर दवाइयां बेच कर कैंसर रोगियों को लूटने का प्रयास कर रहे हैं, जबकि बाजार में कम मूल्य वाली वैकल्पिक दवाएँ उपलब्ध हैं। जीवन रक्षक दवाओं की मनमानी मूल्य व्यवस्था के विरुद्ध कार्य करने वाले, अलायन्स ऑफ़ डॉक्टर्स फॉर एथिकल हेल्थकेयर के प्रमुख होने के नाते आपको यह मामला अपने राज्य के स्वास्थ्य मंत्री के समक्ष प्रस्तुत करने का एक अवसर मिलता है। हालांकि इस अलायन्स के कुछ अन्य चिकित्सकों ने आपसे मंत्री के सामने वास्तविकता को तोड़-मरोड़ कर प्रकट करने के लिए कहा है, क्योंकि उन्हें इस सांठ-गांठ की योजना से आर्थिक लाभ प्राप्त हो रहे हैं, जो मिलीभगत के प्रकट हो जाने पर बंद हो जाएंगे।

- (a) इसमें समाविष्ट प्रमुख हितधारकों एवं नैतिक मुद्दों की पहचान कीजिए।
(b) इन समस्याओं को हल करने के लिए संभावित समाधानों का विश्लेषण कीजिए।
(c) आपकी अंतिम कार्यवाही क्या होगी और क्यों?

a) Main stakeholders are :-

i) Hospital → They want to earn money at the cost of patient. Hence is ethical issue as that they are misusing trust of patient

in hospital and doctor to ~~see~~ maximise their profit.

2) Pharmaceutical companies → Being hospital and doctor to increase sale of their drugs. They too want to earn money in an unethical way at the expense of the patient.

3) Alliance of Doctors for ethical healthcare
Though they ~~are~~ They are ready to compromise on their ethics of helping patients for their own pecuniary benefits.

4) Patients → They are the victim of this nexus between pharma firms and hospital. They are ~~and~~ been cheated and ~~imprisoned~~ impoverished for the benefit of hospital and pharma firms.

5) Me → I as head of alliance of Doctor ~~and~~ for

ethical healthcare is facing like dilemma of whether to uphold my values at the expense of my organisation and hospital for which I am working.

b) Possible solutions for addressing issue are:-

1) Present distorted Reality to Health Minister

This will be of benefit to my organisation, hospital at the cost of the patients.

This will be inappropriate as it will lead to breach of trust between doctor and the patient ~~plus~~ and my ~~principle~~ its also against my conscience ~~of~~ and principles.

2) Present truth to the Health Minister

This will benefit the patients and will lead to action against hospital and pharma firms. This will also ~~not~~ make

other doctors of alliance angry towards me for not presenting distorted reality. It will also put my job in danger as hospital will most likely take action against me for exposing them.

c) I will be following the 2nd solution as it is ethically correct and in consonance ^{with} of the principle which I stand for.

•) Making ~~no~~ money is not bad, but making money ~~at~~ by deceiving and cheating is bad and unethical.

•) As ~~at~~ continuation of this ~~is~~ would erode trust of people from doctors and harm hospital and pharma company in long run. So I will also talk and complain about this with

hospital ~~in~~ administration and ~~other~~
~~provide~~ talk to like-minded doctors to
provide a joint front against this
malpractice.

•) I will also ask state health minister
to make it mandatory for doctors to
prescribe cheap generic drug ~~too~~.

Also ask him to conduct enquiry in
other hospitals as well as this unholy
nexus is not only limited to 1
hospital.

1056

VISION IAS™

Don't write
anything this
margin
(इस मरल में
कुछ नर लिखें)

13. You are working as a Manager who handles critical projects in a private firm. You have recently been issued a notice by the Human Resource department that categorically highlights gender imbalance in your team and instructs you to recruit more females. Realizing the importance of this matter you decide to roll out vacancy requirements on an urgent basis and close it within a week. You receive several applications and start interviewing female candidates. However, you realize that the top four candidates are married and two of them are expecting their child. During the interviews the candidates commit on their priority for the project, till it finishes and show willingness to work from home, afterwards. What is the course of action that you will take? Explain the factors that you will take into account and justify the merits of the course of action. 20

आप एक निजी फर्म में प्रबंधक के रूप में कार्यरत हैं और अतिमहत्वपूर्ण परियोजनाएं देख रहे हैं। मानव संसाधन विभाग ने आपके नाम हाल ही में एक नोटिस दिया है जिसमें स्पष्ट रूप से आपकी टीम में लैंगिक असंतुलन को रेखांकित किया गया है और आपको अधिक महिलाओं को भर्ती करने का निर्देश दिया गया है। इस प्रकरण के महत्व को देखते हुए आप रिक्ति संबंधी आवश्यकताओं को तत्काल आधार पर रोल-ऑउट कर एक सप्ताह के भीतर पूरा करने का निर्णय लेते हैं। आपको कई आवेदन प्राप्त हुए हैं और आप महिला उम्मीदवारों का साक्षात्कार लेना आरंभ करते हैं। हालांकि, आप पाते हैं कि शीर्ष चार उम्मीदवार विवाहित हैं और उनमें से दो गर्भवती हैं। साक्षात्कार के दौरान उम्मीदवार परियोजना के पूरा होने तक इसे प्राथमिकता देने की प्रतिबद्धता व्यक्त करते हैं और इसके पूरा होने के पश्चात् घर से काम करने की इच्छा व्यक्त करते हैं। आप क्या कार्यवाही करेंगे? जिन कारकों को आप ध्यान में रखेंगे, उनकी व्याख्या कीजिए और कार्यवाही के गुणों की न्यायसंगतता सिद्ध कीजिए।

Here the most point is whether the female employees be able to perform their duties during and after pregnancy or not.

~~Factors that I will take~~

~~Course of Action will be as follows:-~~

~~I will be employing~~

factors that will be taken into account are :-

1) Nature of Work → Since I am ~~hand~~ whether nature of work requires physical effort and running around or it can be done from home. This will be the major factor in determining candidate.

2) Productivity → Since I handle critical work so productivity and ~~sp~~ pace of work cannot be compromised at any cost.

✳ If the nature of work is not physically strenuous then I will recruit the top candidates even though they ~~are~~ despite ^{being} married or pregnant. As if they are motivated and willing to work even from home than I don't have ~~near~~ any reason to doubt their

commitment. Also having married and pregnant women shows diversity and inclusiveness of the team.

Apart from this I will also ~~look~~ ask human resource department about the policy of paternity leave and crèche facility for ~~new mothers~~ to make it easier to ~~work~~ for new mothers to work in the company.

If the nature of work is physically strenuous and it would impact health of a pregnant lady. Then I would have no choice but to choose 2 ^{top} ~~married women~~ and ~~the~~ other employees for the ^{pregnant} good of both company and the ladies.

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14. Mr. A is a senior most member of a highly reputed company with considerable customer interface. In recent months, the business of the company has been going down. On detailed analysis, it was found that some of the functionaries of the company have impulsive nature, which has many a times led to altercations with the customers and even among themselves. This has adversely affected the work culture and sullied the image of the company in the market. He seeks your advice, as you are his friend as well as a person who understands management. 20

(a) What are the factors that you would consider in making your advice?

(b) What steps will you suggest to deal with the situation that the company faces?

मिस्टर A एक अति प्रतिष्ठित कंपनी के वरिष्ठ सदस्य हैं और उनका ग्राहकों से पर्याप्त अंतर्क्रिया (कस्टमर इंटरफेस) है। हाल के महीनों में, कंपनी के व्यवसाय में कमी आई है। विस्तृत विश्लेषण के आधार पर यह पाया गया कि कंपनी के कुछ अधिकारी सनकी स्वभाव के हैं, जिसके कारण कई बार ग्राहकों के साथ और यहां तक कि आपस में भी कहा-सुनी (तकरार) हो जाती है। इसका कार्य संस्कृति पर प्रतिकूल प्रभाव पड़ा है और बाजार में कंपनी की छवि पर भी धब्बा लगा है। वह इस मामले में आपसे परामर्श चाहते हैं क्योंकि आप उनके मित्र हैं और साथ ही प्रबंधन की समझ रखने वाले एक व्यक्ति भी।

(a) किन कारकों को ध्यान में रख कर आप अपना परामर्श देंगे?

(b) कंपनी द्वारा सामना की जा रही स्थिति से निपटने हेतु आप क्या कदम उठाने का सुझाव देंगे?

a) factors that I would consider while giving advice are :-

1) Nature of company → Since it has considerable customer interface, so altercation with customer is a strict No

~~2) Ask him to take disciplinary action~~

2) Importance of Impulsive Employees → whether the impulsive employees are indispensable

or not.

C) what is the immediate trigger
behind the altercation ~~→ by looking~~
~~solving this~~ & what is leading to ~~impulsive~~
impulsive ~~rec~~ reaction of employee
towards custom and fellow worker.

Is it long working hours, unhappiness
with working of organisation or a bad
behavioural issue which is driving
them to behave rudely.

B) steps that should be taken to deal
with situation :-

- 1) Dealing with impulsive employees
They should either be given last warning
or terminated.
- 2) Restructuring organisation Undertaking

programme such as books, cultural event or conducting session of meditation, yoga to create a sense of happiness in the employees.

3) formulating a strict hospitality policy on how to talk with customers and how to resolve issue without altercation.

4) Conducting Public relation exercise in order to improve image of the company in eyes of the public.

Following these steps ~~would~~ should help the company to revive its business.

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