



# VISION IAS

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## GENERAL STUDIES (TEST CODE : 760)

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Medium Hindi/Eng.	ENGLISH ✓	Registration Number	32860
Center	RJN	Date	07/11/16

### INDEX TABLE

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

Total Marks Obtained:

Remarks:

### INSTRUCTIONS

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)।
2. There are FOURTEEN questions printed in HINDI and ENGLISH. इसमें चौदह प्रश्न हैं तथा हिन्दी और अंग्रेजी दोनों में छपे हैं।
3. All questions are compulsory.  
सभी प्रश्न अनिवार्य हैं।
4. The number of marks carried by a question/part is indicated against it.  
प्रत्येक प्रश्न/भाग के अंक उसके सामने दिए गए हैं।
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।
6. Word limit in questions, if specified, should be adhered to.  
प्रश्नों में शब्द सीमा, जहाँ विनिर्दिष्ट है, का अनुसरण किया जाना चाहिए।
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।

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## 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।

Celebrity endorsements are very common source to garner high demands because of their reputation and fan-following.

Ethical dimensions involved

1. On part of manufacturers, to what an extent it is justified to sell and advertise their product in the name of a celebrity
2. False claims are made sometimes, these prove harmful for the consumers.
3. On part of celebrities, they should not give their stamp to any product for money.
4. On part of consumers, it is essential to make rational,

well-informed judgements.

5. Advertising itself should also be consumer friendly instead of making false claims to fulfil profit motive.

Recent example of M.S. Dhoni endorsing a construction company, who came forward in support of consumers.

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।

Lack of cleanliness is a problem which has originated from casual irresponsible civil sense. It is essentially a behavioural problem.

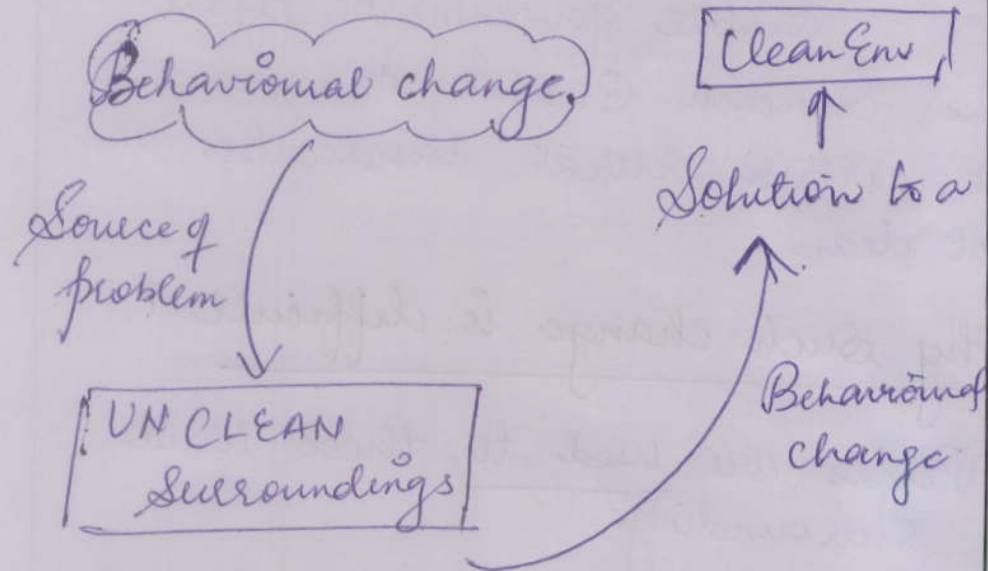
Despite government efforts like Swachh Bharat Abhiyan, the urban, rural landscapes are not clean.

Why such change is difficult?

1. People are used to these kind of surroundings.
2. Blame game / shifting is done to get off any accountability.
3. lack of proper incentives.
4. lack of strict vigilance and penalties for non-compliance.

In view of <sup>these</sup> ~~above~~ considerations Government should adopt a stricter policy to achieve objective of Clean India.

Cleanliness can be made a fundamental duty. Rewards for cleanliness efforts should be given.



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।

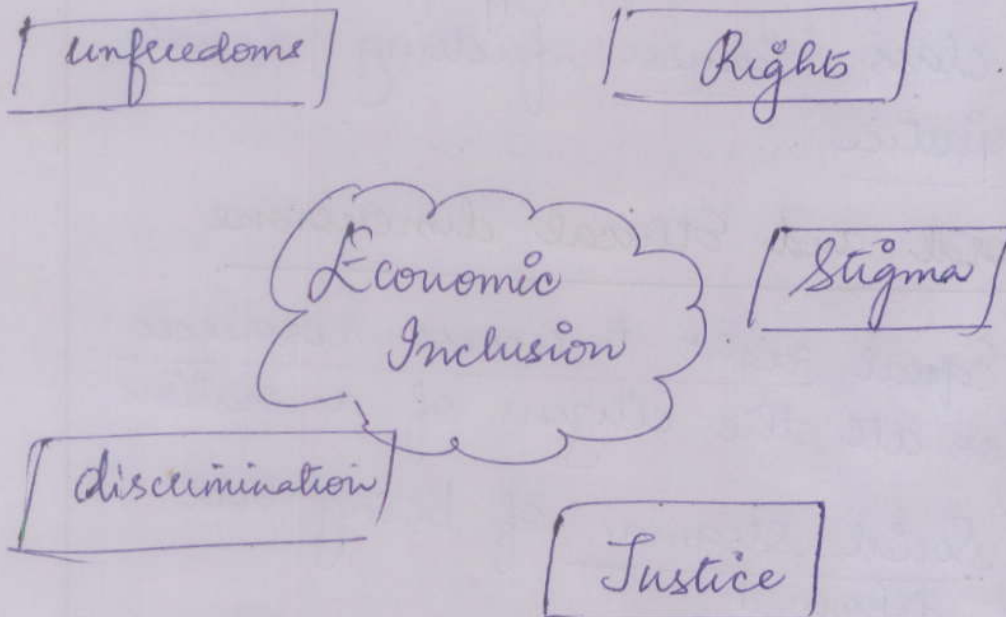
Economic inclusion is the key to all other spheres - social and political.

Income inequality gives rise to class biasness, fuelling social injustice.

Moral and Ethical dimensions

1. Equal right to access resources for all the citizens of a nation
2. Social stigma of being poor or deprived
3. Treatment meted out to lower income groups - as if they are a burden for the society
4. Politically, their rights are subdued.
5. Ideals of Justice, equity fail to realise.

6. Thus, economic deprivation has much wider manifestations in terms of freedoms and opportunities available to an individual.



- (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?

Women are subjugated and deprived of their rights — on their own body, health, mind by taking advantage of their economic situation.

### Ethical issues involved

1. Commercial Surrogacy is based on helplessness of poor women.
2. Poverty, unawareness about their rights are the two main reasons forcing women into this.
3. Adverse impact on their health.
4. Abandonment in case of any birth defect.
5. Rights related to identity of parents (biological mother).

Apart from the above aspects, commercial surrogacy in long run can weaken family bonds and marital relationships which will not be seen important.

Commercial Surrogacy be banned?  
It has been a mode of exploitation of economic, social deprivation. It needs to be regulated (not banned) for ensuring rights of women as well as the needs of childless couples in genuine cases.

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।

Media plays an extremely important role in shaping public opinion.

### Ethical issues in Journalism

1. Ratings to be considered prior or more important than the quality of information.
2. Sensitive dealing of crimes, stories which involve personal and family matters.
3. National Security in times of crisis to be taken care of.
4. Political affiliations and conflict of interests.
5. Over emphasis on some stories for the commercial benefit associated with it.

## Causes for increased Sensationalisation

1. Rise of a number of 24x7 news channels in short span of time
2. Fear triggered by such exaggeration causes increased TRPs.
3. Less regulated means of mass communication
4. Growing popularity of channels which follow such policies.

Media has to be very responsible in selecting the content it conveys to the masses.

- (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?

Human actions are guided by our value system largely.

However, there can be other sources for judging the validity or correctness of one's actions :-

1. Voice of conscience : The best guide to whether something is right or not is our inner conscience.

2. Social, professional circumstances : The contextual setting we are a part of is equally crucial in deciding the righteousness of one's actions.

3. Personal value system : Which values and ideals we abide by would determine whether our act was right or not.

4. Impact on Society : How our actions have influenced society is a key parameter.

5. Impact on the weak, marginalised:  
Empowerment is unequally distributed hence responsibility towards the weak is more.

6. Overall welfare of the nation.

These parameters can guide us in taking better decisions in positions of authority. Also, sources help us outweigh the best alternative in a given situation of ethical dilemma.

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।

In case an employee is exposed to details of some wrong doing in an organisation, he should

1. Not immediately resort to leaking such information
2. First confirm the validity of such data, information.
3. He/She should discuss the issue with concerned authorities and understand the matter

### Conflict of interest

Yes, leakage of information will tarnish the reputation of the organisation.

Personal gains would be at stake because higher authorities may be involved.

Society as a stakeholder should be informed of wrongdoing

So, a situation where organisational and personal gains are on one side while societal and ethical concerns on other, arises.

Examples of such a situation are numerous like in IPL, Satyam fraud etc.

- (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 if in healthy spirit is good, it motivates one to improve and constantly become better to remain competitive.

However, in certain cases it can encourage unethical behaviour.

1. Profit Motive: In business, industries resort to any means to gain edge. Recent case of Samsung losing case against Apple, paying heavy compensation.
2. Hook or crook ideology: Sometimes getting ahead by any means is the sole objective.
3. Easy concealing of facts: frauds, insider information leaks are easily rushed under the carpet.
4. Easier route to success: By pulling someone leg, it is considered an easier way to win a race.



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।

To not take action when required or remain neutral against crime is equally wrong as much as being a perpetrator of the crime.

### Personal life

Even if person A maintains hygiene and takes care to not throw litter around him, in a situation where someone else is throwing litter he must oppose. Silent observance of wrong action is wrong.

### Public life

In a public office, high personal integrity is required. If a wrong deed is being committed in the organisation, then a good employee would always raise his

Concern. By staying mum, accountability  
can not be shifted or done away  
with.

(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।

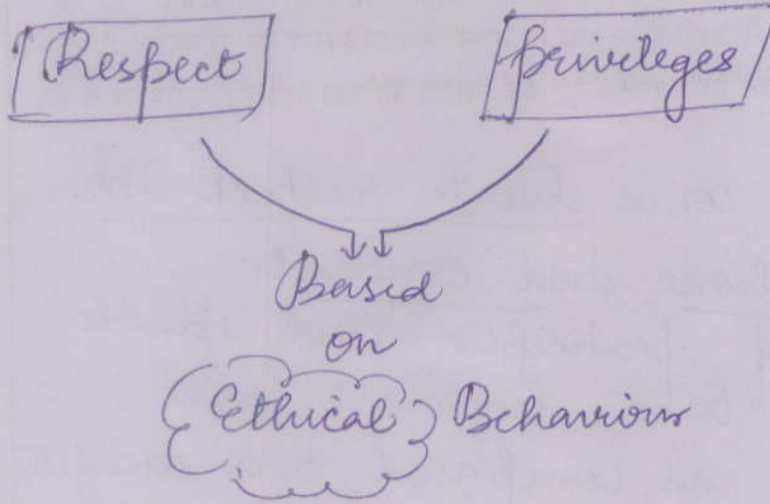
Privileges come due to respect for  
one's actions and conduct.

A man of principles and ideals  
is likely to be bestowed more  
privileges as compared to a corrupt  
man.

Another perspective is that  
one should uphold his/her  
principle even if amounts to  
losing his privileges.

If he favours benefits over  
values, soon his reputation will  
be tarnished that he will  
lose the respect of those around  
him.

Respect and privileges are  
based on principles and ethical  
conduct and flow from them  
not vice-versa.



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 समय समाधान के लिए कुछ प्रभावी उपायों का सुझाव दीजिए।

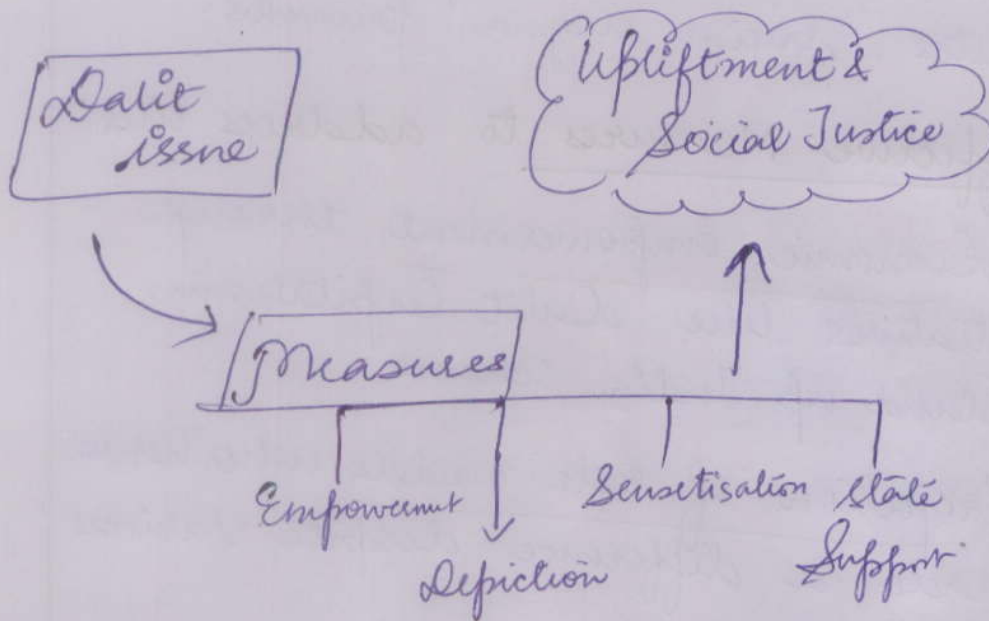
Social injustice and discrimination is firmly grounded in stereotypes which are centuries old.

Despite various schemes and measures to empower lower castes, social stigma prevails.

Effective Measures to address this:

1. Economic empowerment through initiatives like Dalit Capitalism, Stand up India scheme.
2. Projection of role models who have made a difference despite various prejudices.
3. Sensitisation campaigns and public discourses on this issue.

4. Depiction of dalits in media, Cinema should be considerate of its impact.
5. Reservation policy to be scrapped instead state support in funding education, Coaching will be more helpful in reducing stigma associated with castes.



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

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

Anonymity in civil services implies lack of personalisation. The credit of implementation belongs to the system and integrated machinery not to one person.

Media interface and public interaction is confined to only as required for public welfare.

Why it is important?

It is an important trait because of:

1. Effectiveness of government machinery
2. Maintaining confidentiality of information.
3. As civil servants, one is required to be the implementor of reforms, policies.

4. Public leadership is not the  
Objective.

Neutrality in affairs, towards  
political parties is very important.  
Civil servant needs to be  
completely neutral towards all  
vested groups to take best  
decisions and implement them  
in an unbiased manner.

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।

'Prescription of dresscode' is a violation of women's right of liberty & personal choice.

Also, it reflects :

1. Stereotypical mindset which reinforces the idea that women need to cover themselves.
2. Baised gender rights which allows men to wear what they like but not to women.
3. A belief that women are subordinate and need to be guided.
4. In Modern world, women have come a long way from being confined in the household chores. The outlook and conduct towards needs to change and

become more liberal based on  
ideals of gender equality and  
empowerment.

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 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।

Part 1

Situation : A Brief

Manual scavenging is still prevalent at large scale in the district and even dalits ask for such work for monetary gains. It is a difficult task to weed out a practice which has become a part of social life.

Ethical issues associated with Manual Scavenging :

1. Social stigma associated with those who are employed in this.
2. Caste reinstatement.
3. Justice delivery to those who deserve the right to dignity.
4. Breach of ideals of equality, commonhood.
5. Economic deprivation causing social discrimination.

## Pass Options available & their Evaluation

1. Manipulate the data and be Safe : This is not advisable. It is an escape route and would temporarily save the administration from the wrath of media and ongoing criticism. It is ethically wrong.

2. Give the correct, unbiased report : This is the right thing to do. But also it would not provide a solution to the problem. Only the true picture would come out.

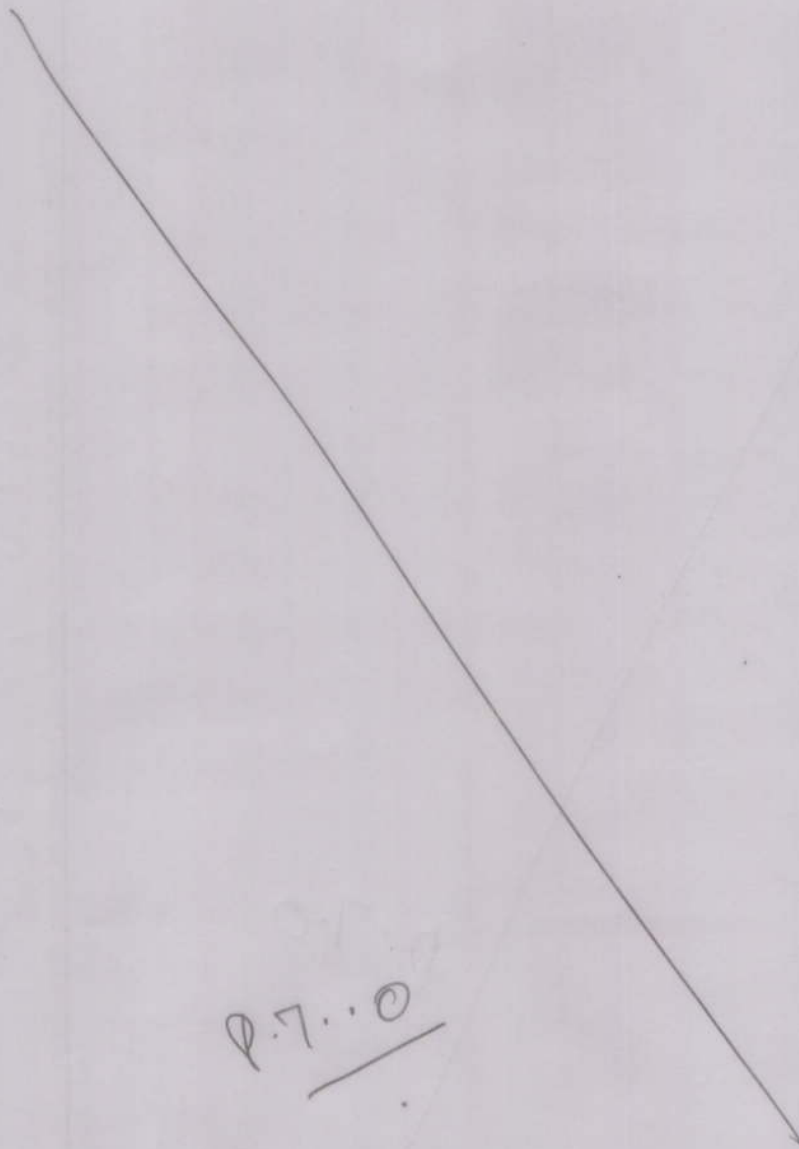
3. Take proactive measures to curb this : Effective measures like elimination of dry latrines and practice of <sup>manual</sup> scavenging should be undertaken.

Alternate employment opportunities for welfare of Dalits should be undertaken.

## Suggested measures

- i) Making manual scavenging an illegal practice
- ii) ban on dry latrines
- iii) Alternate employment for the dalits
- iv) Sensitisation measures to remove taboo and stereotypes
- v) fines on those who do not abide by.

P.710



p: 70

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 भंडाफोड़ 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।

P.T.O

Part 1)Context

As a police officer it my duty to control drugs problem. Vested groups are blocking arrest of culprits while media and political parties are creating pressure to act.

Dilemma involved

1. Should the risk of personal loss be taken to continue with arrest of these culprits?
2. How far this will help in combating the drug menace in the region?

Options Available

A number of ways are there to deal with the given situation.

- I.** To release the prisoners and obey the politician
- II** To not release the culprits and continue investigation
- III** To expose the politician and

bring the matter in media.

**IV** To consult higher authorities and take their opinions.

Para 2 Evaluation of the merits and demerits of the above alternatives.

**I** This option has only one merit i.e. Personal Security and no claim on the vested groups.

However, there are serious demerits involved in this course of action

- i) boost in confidence of such criminals
- ii) fearful attitude
- iii) No curb on drug menace.

**II** Second alternative has the following merits:

- i) fair investigation
- ii) Revelation of those involved
- iii) Curb on the drugs trade
- iv) public confidence

The only demerit of this alternative is that the politician will become ~~an~~ ~~one~~ be offended and may transfer the officer.

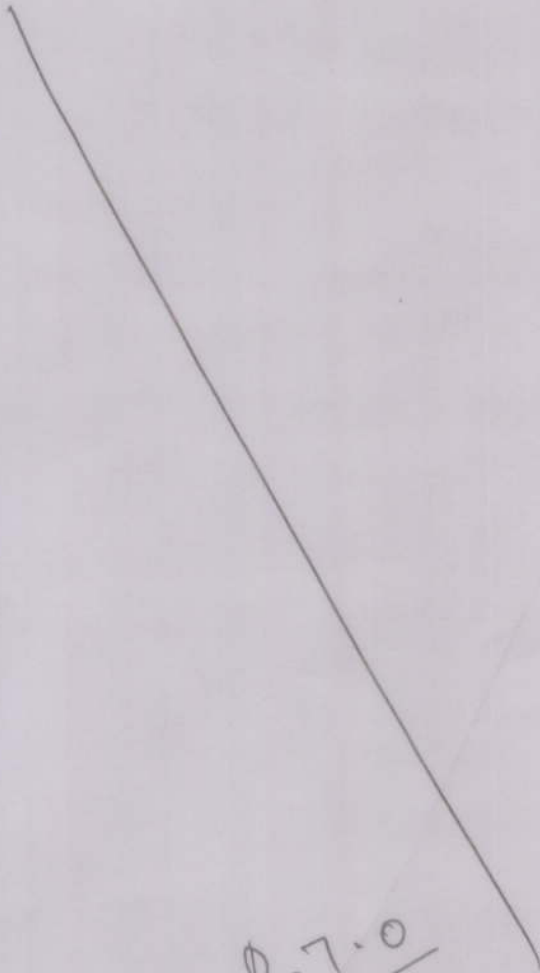
III Third alternative has the merit of public information and media satisfaction by revelation of 'key' names. Also, praise will follow.

Demerits are too many:-

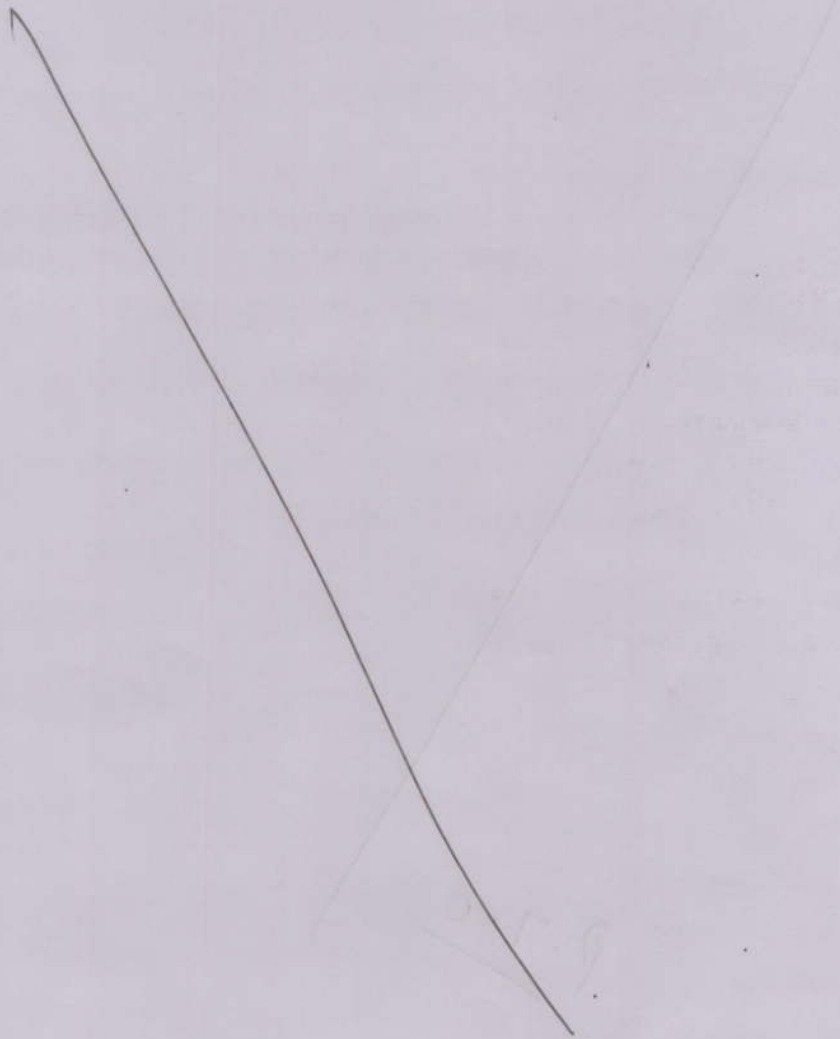
- i) Breach of confidentiality
- ii) No solid proof
- iii) Should investigate further.

IV Fourth Alternative can be resorted to so as to handle long run management and curb on drugs problem.

Best way out is not to fear transfer and not release the culprits. Simultaneously support of higher authorities can be sought to deal with political pressure.



P-7.0



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।

p. 7.0.

Situation in brief

A person who asked for a room & didn't get it has taken the matter personally and made it a prestige issue even accusing the owner, staff to have deliberately discriminated against him on the basis of caste!

Part 1) Options available

As the owner of the hotel, this is a serious matter because the reputation and recored of the place is at stake. Also, it is especially disturbing because ethical conduct is always given due importance in dealing with clients. So, what can be done?

**I** To let the police investigate his claims fairly

**II** To become aggressive and start defending your stand through argument with him

**III** To surrender and apologise.

**IV** To put your case assertively before the officials and politely explain him your position.

Part 2 Evaluation of these alternatives

Option 1 is desirable but is likely to take a long time and also his contacts with politicians will not let the source get out of this easily.

Option 2 is Not desirable at all because it will further fuel tension and give him an opportunity to support the claims about irresponsible conduct.

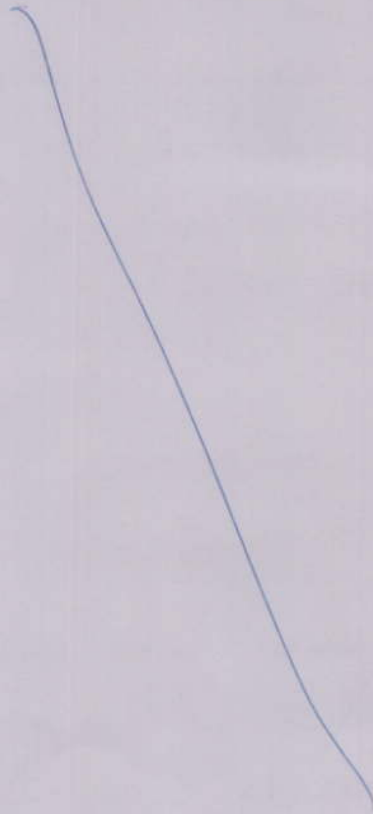
Option 3 is also not desirable because it will reinstate his false claim and tarnish the reputation of the hotel. Also, it is not good

for the morale of the hotel staff.  
Hence, this should be done.

Option 4 is the best alternative  
because :

1. Records can be shown to support that indeed no room was available.
2. CCTV footage, if available can be shown to explain what happened.
3. Also, politely yet assistively it should be explained to him why no room could be provided. This is a tricky situation and should be dealt with tact and confidence.

P.7.0



P. 7.10

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।

Context : concerns

Immediate health emergency due to severe outbreak of dengue and chikungunya which are life threatening if not treated. Lack of resources in public hospitals and lack of support from private hospitals.

Part 1) Immediate steps As the health Secretary of the state, following steps are recommended :

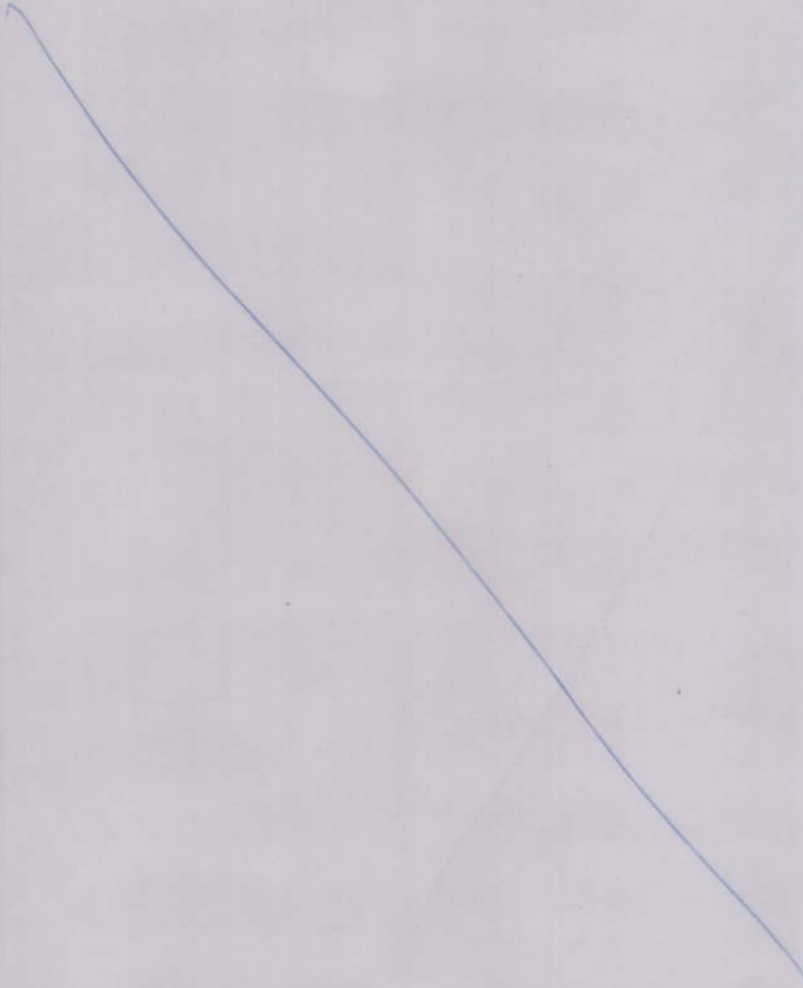
- i) Circulars should be issued to private hospitals to cooperate and deal with the patients sensitively. They should not deny any emergency case.
- ii) Public awareness and sensitisation through media to help them take remedial measures to prevent further outbreak.
- iii) Create temporary facilities and make shifts arrangements in public hospitals.
- iv) Request the chiefs to keep up the morale of hospital staffs as it is an emergency situation.
- v) Seek financial and resource help from nearby regions / states and remain vigilant about efficiency of local administration in this regard.

Part 2 Long term measures to avoid such a situation in future

1. Maintainence of proper hygiene in areas with high density and others also.
2. fogging operations to be mandatorily undertaken before the onset of monsoon season when these epidemics are likely to break.
3. public support and awareness in keeping surroundings clean, using mosquito repellants and being informed
4. Overall, nutritional security must be promoted to boost immunity and hence reduce death count due to such diseases.

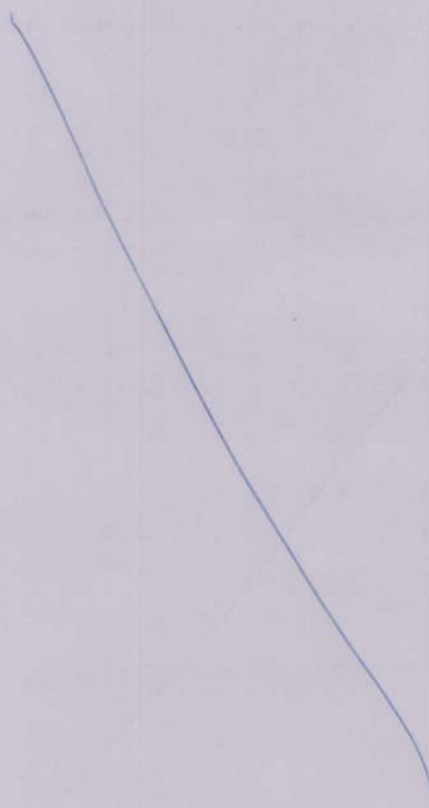
Thus, Collective efforts and long term vision can only help in dealing with this situation.

Q-70



P.7.0

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(इस भाग में कुछ ना लिखें)



P. 760

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।

P. 7.0

Part 1.

Being an animal lover, it is difficult to forward request for culling. Interests of farmers also have to be considered

What are the concerns?

### DILEMMAS INVOLVED

- i) Environmental protection vs welfare of farmers.
- ii) Economic distress of people vs personal love for animals
- iii) Animals right to life vs Food security of masses.

### Options Available to me as the FOREST OFFICER

- i) To put forward a request for culling of animals.
- ii) To deny that such a request cannot be made.

- iii) to get away by shiffting  
the matter to someone else.
- iv) to take proactive efforts in  
controlling straying of animals.


### Evaluation of these

1. Option 1 is not desirable as well  
as difficult because my personal  
value system does not allow  
me to do so.
2. Option 2 is a one sided decision  
and does not solve the issue.  
Also, it will create resentment  
among poor farmers who are  
facing distress.
3. Option 3 is an escape route and  
not advisable.
4. Option 4 is BEST and most desirable  
the efforts could be use of sound  
alarms, fencing, electric wires  
to prevent animals from

Part 2straying into farms.Long term measures to control  
this situation.

- i) Protection of habitat of animals
- ii) Afforestation.
- iii) Securing local cooperation in  
environmental preservation
- iv) improvement in forest and  
wildlife management.

P.T.O.



P.T.O

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?

Part 1. This is a case of insider trading and access to crucial information bestowing advantage upon Mr Singh as compared to other shareholders of this company.

So, while he continues to have financial holdings in this company which is undertaking investment, it is not advisable to participate in the study.

If he does so, it is not justified because:-

1) Insider information

2) Personal gains involved

Instead he should sell his stocks and then participate in study if he strongly feels for the patients

Para 2 Mr Singh clearly has a conflict of interests between personal gain of higher profits through study and through stocks investments.

Also, the conflict of working for welfare goal for such patients or for monetary gains offered by the company.

Nature of conflict is that of economic gains vs ethics both professional and at personal level legal issues are also involved.

To mitigate this situation he should sell the stocks of this company and then agree to become a part of this study.

Para 3 If it had been the case that he was offered stocks as a part of compensation for conducting the study, then the conflict

would not have arised in the  
first place.

It would be perfectly  
fine both legally, socially and  
ethically for him to continue  
with his engagement in this  
experiment.



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