VISION IAS

www.visionias.in

GENERAL STUDIES (TEST CODE : 1154)

Name of Candidate	PRAVEEN CHAND GSS		
Medium Eng./Hindi	ENGLISH	Registration Number	30566
Center	ONLINE	Date	25 AUG, 2018

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 **ENGLISH & HINDI**
   इसमें चौदह प्रश्न हैं अंग्रेजी और हिन्दी 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 that 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।

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

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

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

(i) Public trust (लोक विश्वास)

(ii) Objectivity (वस्तुनिष्ठता)

(iii) Strength of character (चरित्र की दृढ़ता)

(iv) Empathy (समानुभूति)

(v) Selflessness (निस्वार्थता)

(i) Ans: (1) Public trust means amount of faith and belief that public puts on government. In civil services it plays key role in enabling bureaucrats to take bold and decisive steps.

Public trust also helps in improving peoples participation. Public trust is build only when people believes that officers are fair, just, objective and compassionate.

(ii) (2) Objectivity demands making decisions, which are rational, unbiased. This helps in strengthening rule of law, and eliminates partiality, nepotism, etc. Eg: objective assessment of contracts.

(iii) (3) Strength of character measures ability of a

bureaucrat to sustain his foundational civil service values. This ensures ethical actions and prevents wrong doing.

Eg: Declining bribes, following rules despite undue political pressures.

(iv) Empathy is an ability to feel and think about other person's ~~feelings and thoughts~~ point of view. It is significant in our diverse country, so as to understand people's concerns and aspirations. Empathy is also key to team work.

(v) Selflessness means putting public interest above private interests. It guides public servants towards public good rather than self-enrichment through wrong means.

Spirit of selflessness also key to enhancing empathy and other values.

These key values are thus pivotal for ethical administration.

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

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।

(A) Asylum seekers are displaced people from their original habitats. War, persecution, etc are usual reasons for their state of affairs.

Hence, protection from other state is key to their survival. As a fellow human beings, others also share responsibility. International covenants including universal Declaration of Human Rights [UDHR] puts onus on nation-states to provide asylum.

Further, injustice anywhere is a threat to justice everywhere, hence asylum is an instrument to alleviate suffering.

As far as India is concerned, our directive principle and preamble regards fraternity and international peace as our ideals. Hence we also have a sense

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

of obligation to asylum seekers.

Towards this, key ~~Elements~~ considerations of asylum policy could be:

1) Reasons for seeking asylum must be consistent with UN definitions. Political vested interests should be avoided.

2) Asylum giving country should also be financially, administratively capable to integrate asylum seekers. [Greece opposition to refugees]

3) Society must be taken on board before providing asylum. [Eg: illegal migrants issue of Assam]

4) Multi-stakeholder approach to safely depart asylum seekers after crisis is over. so that their social and cultural capital is sustained. Eg: Syria, Rohingyas have cultural bonds in their own place.

Hence, Asylum policy need to strike a balance between human angle and economic capacity.

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

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।

(A) Civil servants makes decisions and implements them on behalf of community. They are responsible to public. Due to which they have special obligation to uphold ethical standards.

eg: objectivity, tolerance, accountability.

However, often Enforcing above standards is fraught with various challenges.

1) Code of ethics (COE) is too broad, it key values must be presented in simple language.

2) Code of conduct (COC) majorly focuses on 'don't's'. which negatively effects many positive ethical actions. eg: Fear of overstepping COC leads to indecisiveness.

3) Lack of effective training modules about ethical decision making.

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

4) Undue political interference and negative peer and public pressure to act against public interest

5) Suggestion to remedy above concerns

- Designing simple but effective CoE and CoC. They must be enforced by clear standards.
- Including 'integrity' parameter in appraisals
- Frequent 'ethical and best practice' training to civil servants.
- civil servants themselves must strengthen their virtues (courage, compassion, integrity) and lead by example.

  Eg: O.P. Chaudhary, T.V Anupama (DC Kerala) (DC Chhattisgarh)
- Public pressure on administration against wrong ~~doing~~ doers.

Thereby strengthening ethical standards in administration for overall wellbeing of society

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

2. (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।

(A) Nuclear deterrance is a strategic policy to hedge against risky actions from adver-saries. For example, India's nuclear deterrence policy is largely against pakistan and china.

It is meant for self-defence to protect people and sovereignity. It's various ethical dimensions are

① Creates security and safety for people by protecting them. (Duty of Government)

② By preventing war among nuclear states, it might generate peace Eg: SALT, START ~~aggre~~ agreements between U.S.A and then USSR.

③ It is fair approach ~~as~~ otherwise small nations could be overwhelmed by big ones Eg: North korea's fear of U.S.A.

④ However there are arguments opposing nuclear deterrance

① It puts many people's lifes at risk. Damages due to nuclear bomb explosion is intergenerational.

② It violates principle of international peace and security, as nuclear race threatens peace

Eg: North Korea nuclear tests threatens South Korea.

③ Threat of misuse by non-State actors.

Eg: Al-qaeda, ISIS, etc.

④ Instead of for self-defence, many exported it to others

Eg: China allegedly helped Pakistan.

Goal for sustained peace lies in all-round nuclear-disarmament.

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

3. (a) We make a living by what we do, but we make a life by what we give.
(i) Highlight the importance of value of altruism for a society.
(ii) Discuss the role of education in imparting such values. 10

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।

(A) By making a living, we satisfy our basic needs. By giving, we support life of others.

(i) Importance of altruism for a society

- It is crucial to support policies of redistributive justice eg: Reservations. Land reform.
- Altruism comes through compassion, which will reduce pain of sufferers.
  Eg: Donations, Charities.
- Altruism is necessary to make the society more just. There by reducing social tensions.
-

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

(4) Role of Education in imparting such values

- Through Educations lessons about great ~~altr~~ altruistic acts could be imparted.

- Education in values like humanity, tolerance, love, truthfulness will ~~act~~ create seeds of altruism in minds.

- Education lead to good character development with good virtues. such people will ~~do~~ take altruism in their actions.

Eg: Gandhiji, Vivekananda.

Therefore, it is important to promote such values through Education curriculum.

3. (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।

(A) Ethics deals with standards of righteousness and wrongfulness. Professional and personal Ethics of civil servants are inter-related.

(1) Personal ethics complements professional ethics

- A civil servants with virtues of courage, wisdom, temperance act in a way to uphold professional integrity.
- Personal values of love, truthfulness would transform into compassion, accountability and responsibility.

(2) Professional ethics spillovers into personal domains.

✓ Tolerance, Empathy are foundational values of civil servant.

✓ Imbibing these, a person would act with such values in his family, society.

Eg: Respecting elders or taking care of them.

③ Some times they could conflict :

→ In many situations, values could conflict.

Such as → Love towards family vs duty of service

~~which demands~~ such situations creates conflict of interest among civil servants.

Path forward

① Clear code of Ethics, code of conduct so as to Enhance more predictable behaviour among Public Servants.

② Resolution of conflict of interest by previlaging public interest over personal interest.

Balancing these Ethics is a challenge, which has to be overcome by picking right persons.

4. (a) Bring out the significance of probity in public life. What are the requisites for ensuring probity in governance? Pointing out the key concerns in India in this context, suggest certain remedial measures. 10

सार्वजनिक जीवन में ईमानदारी (probity) का महत्व दर्शाइए। शासन में ईमानदारी सुनिश्चित करने की क्या अपेक्षाएं हैं? इस संदर्भ में भारत में प्रमुख चिंताओं का उल्लेख करते हुए, कुछ उपचारात्मक उपायों का सुझाव दीजिए।

(A) Probity means upholding of highest standards of ethics in public life. Eg. integrity, objectivity, etc.

Significance of probity in public service

(1) For public:

> Public trust on government to make decisions on behalf of them will be improved.

> They perceive government is just, fair and impartial. Thus, prevents social unrest

(2) For bussiness:

> Probity generates positive perception about government, thus investments will increase.

> Probity of bussiness by following good corporate governance will enhance brand value and image.

③ Probity creates self-esteem among civil servants, sense of fulfillment among politicians.

Requisites for probity

→ Among civil servants } values of integrity, honesty, Empathy, tolerance.

→ swift action against wrong-doers via Judiciary.

→ Accountability and transparency in general.

Concerns about probity in India

→ Issues of crony capitalism, defections by legislators, corruption in governance.

→ Delay's in Judicial delivery systems.

Suggestions

① Public service Bill for politicians and civil servants.

② Enacting rights based legislations like RTI

③ Fast track courts to deal with corruption among public servants, politicians and corporates.

4. (b) While the corrupt and dishonest should be punished swiftly, honest public servants need to be protected against malicious and motivated complaints to enhance efficiency and effectiveness of an organisation. Discuss. How can the two objectives be reconciled? 10

जहाँ भ्रष्ट और बेईमान को तत्काल दंडित किया जाना चाहिए, वहीं किसी संगठन की दक्षता और प्रभावशीलता बढ़ाने हेतु दुर्भावनापूर्ण और अभिप्रेरित शिकायतों से ईमानदार लोक सेवकों की सुरक्षा की जानी चाहिए। चर्चा कीजिए। इन दो उद्देश्यों के बीच किस प्रकार सामंजस्य स्थापित किया जा सकता है?

(A) Efficiency demands more productive actions. Effectiveness would come with outcome oriented actions. Both need honest bureau-crats and strigent laws.

Punishing corrupt

- It is crucial to eliminate corruption and generate deterrence.
- Delays and impunity strengthens inefficiency and hampers public trust.

Thus swift punishment is crucial to make public servants honest.

However, undue investigations and malacious complaints lead to inactions.

→ Public servants becomes risk averse to escape from invegistigations.

→ Red tapeism would crept in due to fear of punishment ~~for~~ even for genuine administrative errors.

→ Malacious complaints decreases moral of the public servants, thus weakening spirit of service.

These cummulatively tends to decrease efficiency and effectiveness in public administration.

Need of the hour

→ Amendment to 13(1)(d) of prevention of corruption Act to protect civil servants from genuine errors.

→ Fast tract courts for swift justic.

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

5. (a) Explain with examples how emotional intelligence increases the effectiveness of leadership skills in a civil servant. 10

उदाहरण सहित व्याख्या कीजिए कि किस प्रकार भावनात्मक समझ (बुद्धि) एक सिविल सेवक में नेतृत्व कौशल की प्रभावशीलता में वृद्धि करती है।

(*) Emotional intelligence [EI] is an ability to deal with ourselves and others in controlled and rational manner. It is a crucial component in increasing Effectiveness of leadership skills

→ Empathy is core of leadership. EI helps one to think from others perspective, hence improving decisions and keeping up with people's aspiration.

→ Social Skills EI helps in dealing with our private relations and public relationships. Thereby creating work life balance.

→ Self-regulations EI helps in controlling emotions. Thus making one more predictable, approachable.

→ Self-motivation EI also has role in keeping optimistic outlook. Thus leading to innovation

and solving pressing problems.

→ Self-awareness: EI persons know their strengths and weakness. Their plans will be optimized by incorporating these.

Thus, along with aptitude and charming personality, EI plays a major role in success of a leader.

Bureaucrats, as a leader of public services, must inculcate EI for more efficient and responsive public services.

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

5. (b) A Citizens' Charter sees public services through the eyes of those who use them. In this context, analyze the importance of citizen charter in making public services citizen centric. 10

सिटिजन चार्टर उन लोगों की दृष्टि से सार्वजनिक सेवाओं को देखता है जो इनका उपयोग करते हैं। इस संदर्भ में, सार्वजनिक सेवाओं को नागरिक केंद्रित बनाने में सिटिजन चार्टर के महत्व का विश्लेषण कीजिए।

(A) Citizen charter is a document that includes listing of public services, their standards and means of grevience redressed.

Importance of citizen charters

① Process reengineering will take places in administration to improve services upon citizen's feedback.

② Accountability : would be fixed for delay's, omissions or non-responsiveness.

③ citizen's Empowerment: because of access to information about her rightful entitlements

④ Responsiveness of public servants could be ensured by penalizing lethargic work

based on service.

(5) Above steps ensures ~~that~~ public trust in administration. Thereby, improving public participation in feedback, social audits & suggestions etc.

To make citizen charter effective 2nd ARC recommended for SEVOTTAM model

- Grievance redressal
- Quality monitoring
- citizen satisfaction

Hence, reforming administration is also crucial towards creating effective public service delivery.

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

6. Social media has played a key role in influencing political opinions and social attitudes in India. Comment. 10

भारत में सोशल मीडिया ने राजनीतिक मतों और सामाजिक अभिवृत्तियों को प्रभावित करने में महत्वपूर्ण भूमिका का निर्वाह किया है। टिप्पणी कीजिए।

Attitudes are peoples tendency to think, act in certain way. Political and social attitudes are peoples tendencies towards political and social issues.

Social media played key role in shaping these attitudes in following ways

1) Access to information: Socia media provides wide range of social and political news. Reading / watching such news people will form their opinions. Eg: on corruption, ideologies

2) Platform to interact: with like minded people via groups, topic pages. Thereby, periodically strengthening their views.

3) Advertisements: targeting 'neutral' persons by social and political organizations influences people's views.
Eg: Cambridge Analytica issue

4) Recently, due to forces of disinformation, indoctrination hatred agai between communities is also created, by shaping attitudes and inculcating prejudices among netizens. [Eg: recent lynching, fake news]

5) Public information: from government agencies about benefits of cleanliness, hygiene has created positive influence to strengthen Swachh Bharat Abhiyan.

Hence, social media is used for both constructive and destructive attitude building. Need of the hour is using it for shaping positive social outlook and people's empowerment.

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

7. "Nonviolence is not servile passivity but a powerful moral force which makes for social transformation". Comment. 10

"अहिंसा दासत्व जैसी निष्क्रियता नहीं है बल्कि एक शक्तिशाली नैतिक बल है जो सामाजिक परिवर्तन में मदद करता है"। टिप्पणी कीजिए।

Nonviolence is a virtue of courageous person. It is not an inaction, but ethical behaviour for social transformation.

Nonviolence – social transformation

① Forgiveness is inherent in non-violence. Thus, it creates scope for reformation of culprits/wrong doers.

② Non-violence is a powerful expression of trust on dignity, human rights. Often lack of which shatters societies
Eg: Rwanda Genocide.

③ Non-violence puts onus on tolerance. Thereby giving scope for deliberations, which are vital for resolving issues
Eg: Discussions in parliament, Afghan-Taliban talks

④ Non-violence as a virtue in child mind

grows him [her] into ethical being. Thus, ensuring ethical society. Ethical beings will be divested from rapes, corruption; communalism, etc.

Hence choosing non-violence as a path inherently possess many moral action.

Infact, it is because of non-violence India is strengthened during its independence struggle.

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 refers to processes of managing organization and ~~protect~~ protecting rights of various stakeholders.

It is a means to achieve following

① Economic efficiency

✓ Practices of transparent financial disclosures generates stakeholder awareness, who pressurizes company against wasteful expenditure.

✓ Timely auditing practices: are key to detect early losses and correct policies.

✓ Paying taxes without Evasion also saves expenditure on fighting court cases.

2) Sustainable Growth

✓ corporate ethics such as "people, profit, planet" demands responsible

Production, inclusive practices (Gender sensitive).

✓ Corporate social responsibility also hold key to augument efforts to achieve climate action and sustainable Development Goals.

3) Financial Stability

✓ Transparent financial disclosures ~~ensures~~ ~~th~~ prevents corporate frauds

Eg: Satyam scandal, Nirval Modi case

✓ Creates trust among public, private investors, thus enhancing financial sources. (stock purchases, etc)

Rightly, companies Act (2013) and recent Kotak panel report puts importance on commitment to corporate governance.

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

9. 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?

Despite being a sixth-largest economy, our India is grappling with declining child-sex ratio (914)

Main stakeholders in this social issue are :

- Parents
- Family
- Society
- Unborn baby.
- Health Establishments
- Governance Systems.
- International bodies

(a) various angles of the issue are

(i) medical: ✓ Availability of sex-determination clinics.

✓ Less adequate care towards girl child.

(ii) Legal: ✓ Ineffective implementation of Pre-conception and pre-Natal Diagnosis Act (PCPNDT)

✓ Lacunae's in enforcement of clinical regulations.

✓ Weak Justice delivery mechanism, thus making deterrance weak.

However, ethical concerns are equally important, which includes:

(b)

(i) Responsibility of parents, family to give life to unborn baby as opposing to killing it.

(2) Unethical clinical establishments, which are violating laws as well as humanity

(3) Social prejudices, stereotypying of girls. That results in grave gender injustice

like low sex-ratio.

(4) Violation of right to life (Art 21) of unborn child.

(8) Although, it is duty of governance to ensure justice to all, but due to poor governance child-sex ratio is declining.

Hence, solving child-sex ratio requires social attitudinal and cultural changes, good governance, and sound medical ethics.

(b) **Suggestions to tackle the issue**

* Short term measures could be

- Identifying areas prone to sex-selection and stepping up vigilance - police, administration and civil society.
- Revoking licences of faulting doctors and medical clinics.
- Taking best practices from South Korea and internal bodies, and emulating them

Long term measures could be

- Social Engineering: Information, education and communication campaigns. In this regard, Gender champions scheme, Beti Bachao Beti padao are welcoming.

- Financial protection to girl child; schemes like Kanyashree prakalpa will be helpful.

- Training and capacity building of SHE Teams, women police volunteers for detection.

- Engaging with pregnant woman via ASHA, ANW networks

- Updating medical ethics.

(c) Right to abortion : Issues

✓ This is treated as part of privacy and bodily autonomy of women.

✓ lack of absorbtion right could complicate mother's health eg: Savita case.

✓ Prevents unwanted pregnancy and later financial burdens.

✓ Recognized by WHO and human right bodies.

However right to absortion created ethical dilemma with female foetiide

→ Right of unborn child to live and come to age.

→ Misuse of absortion due to patriarchy

→ unhindered allowing of abortion might hamper sex-ratio and gender Justice.

→ Some argue, life can't be taken by human intervention.

Need of the hour is balancing these ethical dilemma through stakeholder engagement and law.

10. 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 कम्पनियों और अस्पताल प्रशासन के बीच मिलीभगत का पता लगाते हैं। आपको पता चलता है कि दोनों की मिलीभगत हैं 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?

(b)

Corruption in healthcare is dangerous to social health. In such cases stakeholders are

(a)

Patients, Public	Doctors, hospitals/pharma companies
Government	media / Private sector

Ethical issues involved are

- Doctors in this case, are not adhering to medical ethics and obligating their duty.
- Justice wilin't be done if poor and common man is exploited by exorbitant prices.
- Health is a common good, so it is duty of government to regulate and ensure compliance.
- Rights of patient to access quality but low cost medicines, and their right to life (Art. 21)

(b) Possible Solutions

1) Government could bring a law to make it compulsory to promote generic drugs. Also, penalizing corrupt practices
2) Some Hospitals gets land at low cost. So public must be allowed to access information

and conduct social audits.

3) Forming patient groups / associations to highlight their issues.

4) Media should play constructive and investigate role to bring mal-practices to light.

5) Revoking licenses of corrupt pharma-companies after due deligence.

6) Government campaigns to generate public awareness about generic drugs. making them available under Jan Aushadi centres.

7) Strengthening public Health institutions, so that poor gets access to quality health care

(c) Final course of action

✓ As a senior doctor, my action would be an example for many.
Hence I would act in an honest and

transparent manner.

→ I would Explain to my colleagues about issues Eminating from unethical nexus and their impact on public.

→ I will also caution them regarding possible legal actions if they are found guilty

→ I will convince them to break the nexus as it is against medical Ethics.

→ Right information must be presented to ~~mister~~ minister so that [S]he can take steps in public interest.

Hence, I would present the correct case before the ministry.

→ Simultaneously, as a moral duty I would sensitize public about low cost alternatives.

My behaviour would help in correcting malpractices and improving public trust.

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

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

11. 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.

(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? **20**

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?

Facts of the case are

① Company's business is effected due to work-culture issues.

② Mr. 'A' seeks advice of his friend, who has management skills.

Ethical issues in this case are

① Attitude of functionaries towards public.

② If company's business declines, it will

impact livelihoods of many, directly and indirectly.

③ case also shows that company is not able to create sense of vision and ownership among its Employees.

(a) Factors to be considered are

① Recruitment: company with significant client face must hire people with good Emotional intelligence.

However, above case shows otherwise.

② Training curriculum of the company to be studied; to understand its contents

③ Performance measures: must be studied and check if they include customer feedback & satisfaction.

④ Human resource management of company is weak, as Employees doesn't have

good relations Even among themselves.

⑤ Grievance redressal mechanism: of the company should be factored in to see if action is taken on public complaints.

⑥ understand the reason behind behaviour of Employees: such as targets given to them, how are they treated by management, their working conditions.

(b) Steps suggested are:

(i) Deliberate with Employees individually and in groups to understand reasons for their impulsive behaviour.

(ii) Raise alarm among all Employees about going down of company's image.

(iii) Create robust public complaints mechanism to hear directly from public.

As situation is serious, top mana-

-gement must directly act on complaints.

(iv) Take public confidence building measures

- Suspend / remove those who acts in violation to company norms.
- Give temporary incentives to customer [monetary, services.]

(v) In long term :

✓ correct recruitment programme.

✓ Mould employees behaviour in accordance with company's vision & mission.

✓ overhaul HR department and inject right people to correct the issues.

✓ Performance appraisals should give weightage to client satisfaction also.

✓ Keep targets optimal, so that employees don't get burdened & frustated.

✓ provide good working conditions and Environment in office.

Hence, above case needs overhaulling of Companies cultures in multiple angles.

12. While on the one hand, some state governments have implemented alcohol consumption prohibition laws, it is permitted in other states. Debates around this issue often involves aspects such as individual rights, cultural attitudes and social welfare. As a teacher you need to explain the key issues involved to a young audience. What are these? How would you conclude the lecture? **20**

एक और जहां कुछ राज्य सरकारों ने मद्यपान निषेध कानून लागू किए हैं, वहीं अन्य राज्यों में इसकी अनुमति है। इस मुद्दे पर बहस में प्राय: व्यक्तिगत अधिकार, सांस्कृतिक अभिवृत्ति और सामाजिक कल्याण जैसे पहलु सम्मिलित होते हैं। एक शिक्षक के रूप में आपको युवा श्रोताओं को इसमें सम्मिलित महत्वपूर्ण मुद्दों को समझाना है। ये मुद्दें क्या हैं? आप आपने व्याख्यान के निष्कर्ष में क्या कहेंगे?

This case has close resemblance with current situation in India. Issue is also widely debated due to implications on health as well as government revenues.

(a) Key issues involved here are

① Political issues:

✓ India is a federal state. So each state government has its own power to legislate on a subject.

✓ However, due to freedom of movement (Art. 19) it becomes difficult to impose policies like prohibition on alcohol.

② Issues related to rights:-

✓ Art. 19, 21 interpretation in various cases (like K.S. puttaswamy) provides for freedom of choice.

✓ But reasonable restrictions under Art.19 is used to effect citizens right to choice.

✓ prohibition also infringes on right to do business, impacts livelihoods of those involved in this activity.

At the same time, alcoholism is leading to crimes, harrasment of women and family breakdowns. so paying attention to rights of this section is equally important. Further Art, 47 directs government to impose prohibition, which is also advocated by Mahatma Gandhiji.

③ Cultural attitudes :

For many communities alcohol consumption

is very much part of their traditions and culture. As changing culture is difficult through law, Prohibition will only be partially successful.

✓ Further, In many instances prohibition also led to making such activities underground. This will again impact public health negatively.

Conclusion of lecture

After providing all sides of the debate to student, I would conclude lecture in following way.

- India is a country of infinite diversity. What is acceptable in one place mayn't be considered in other place.

Welfare of our country can't be seperated from people's aspirations and

cultures.

Bringing change through cultural forces is always enduring as opposed to law. So it is better to look at this issue in totality from all dimensions.

13. You are a teacher in the Science department of a reputed college. Your HoD (Head of Department) has been a good mentor to you and has guided your career progress. You get to know from one of your students that the HoD gives private tuitions at his residence, which is disliked by many others in the department. There are also rumours that he might be giving extra marks to the students taking his tuitions. When enquired, his reply is that he is not alone and a few other teachers are giving private tuitions as well. He assures you that it is beneficial for the students as some of them need extra attention. He advises you not to make a fuss about it and indirectly reminds you about the assessment rating, which is due this week. You are aware that a good rating will definitely get you the due promotion. The HoD is due to retire in 4 months.

(a) What are the dilemmas that you face in this situation?

(b) Highlight the course of action that you would adopt and give reasons for the same. **20**

आप एक प्रतिष्ठित कॉलेज के विज्ञान विभाग में एक शिक्षक हैं। आपके विभागाध्यक्ष आपके अच्छे परामर्शदाता रहे हैं और आपके करियर की प्रगति में उन्होंने आपका मार्गदर्शन किया है। आपको अपने एक छात्र से पता चलता है कि विभागाध्यक्ष अपने निवास पर निजी ट्यूशन प्रदान करते हैं, जिसे विभाग में कई अन्य लोगों द्वारा नापसंद किया जाता है। इस बात की भी अफवाहें हैं कि वह अपना ट्यूशन लेने वाले छात्रों को अतिरिक्त अंक दे रहे हैं। पूछे जाने पर उनका उत्तर है कि वह अकेले नहीं हैं और साथ ही कुछ अन्य शिक्षक भी निजी ट्यूशन दे रहे हैं। वह आपको आश्वस्त करते हैं कि यह छात्रों के लिए लाभदायक है क्योंकि उनमें से कुछ पर अतिरिक्त ध्यान देने की आवश्यकता है। वह आपको इस संबंध में हंगामा न मचाने का परामर्श देते हैं और अप्रत्यक्ष रूप से आपको मूल्यांकन रेटिंग के संबंध में याद दिलाते हैं, जो इसी सप्ताह नियत हैं। आप जानते हैं कि अच्छी रेटिंग से निश्चित रूप से आपको उचित पदोन्नति मिलेगी। विभागाध्यक्ष चार महीने में रिटायर होने वाले हैं।

(a) इस स्थिति में आप किन दुविधाओं का सामना कर रहे हैं?

(b) उस कार्यवाही पर प्रकाश डालिए जिसे आप अपनाएंगे और इसके कारण बताइए।

this case presents a conflict of interest & situation to the teacher.

Stakeholders in this case are

① Myself [Teacher] ③ Pupil, parents

② HOD ④ ~~School~~ College ⑤ Government

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

(a) Dilemmas in this situation are

① Duty as a teacher to uphold teaching professions [vs] obligations towards HoD.

② Being an agent of change by protecting student's rights as opposed to worrying about career progression and hike

③ Protecting reputation of college against rumours of favouritism by HoD. At the same time, not damaging reputation of HoD, which also happens to be my career guide

④ Responsibility towards parents and society at large, as teaching is a service towards societal progression

⑤ Confusion and crisis of conscience to uphold virtues of truth, honesty against perceived malpractices

(b) Course of action would be

Although HOD justifies his action by giving other's examples, but a wrong is a wrong. My action would be based on following factors

① verifying myself about legal and college rules regarding private tuitions.

If it is allowed under law, then there are no legal issues, but only issues of responsibility.

otherwise, if private tuition practice is in contravention to law then I will discuss the issue with HOD. I will try to convince him that correcting his (her) mistakes would show him as torch bearer of honesty, as he is also about to retire. If he doesn't agree to do so, then I will report this issue to college

dean. Because, such illegal actions by HOD him [her] self would be a bad influence on others. Taking action against such wrong doings will help to clean the college administration.

② I would also request dean to form a committee to deal with favouratism in marks. So, it will help in bringing sense of Justice to all students.

By doing so, I would be acting according to ethics of teaching and will be upholding duty as human being and teacher.

Even if my appraisal is effected by my action, but I will be appraised with ethical and psychological satisfaction.

14. While stampedes and mishaps due to overcrowding have led to loss of lives on multiple occasions, it remains an issue discussed only when there is a tragedy. Recently you were assigned the responsibility of conducting a mela around a revered religious place, which attracts millions of devotees. Every year the numbers have been increasing and this year due to certain celestial alignments the crowd is expected to be unprecedented. In the previous year the officer in charge was criticised and transferred over allegations of hurting religious sensitivities by restricting access to the religious place. You have three months to prepare for the mela.

(a) Identify the key areas you would focus on?

(b) What are the challenges that you foresee? **20**

(c) How do you propose to overcome them?

यद्यपि भीड़-भाड़ की वजह से होने वाली भगदड़ और दुर्घटनाओं के कारण कई अवसरों पर जीवन की क्षति हुई है, तथापि यह केवल किसी त्रासदी के घटित होने के उपरांत ही चर्चा किया जाने वाला एक मुद्दा बनकर रह गया है। हाल ही में आपको लाखों श्रद्धालुओं को आकर्षित करने वाले एक पूजनीय धार्मिक स्थल के निकट एक मेला के संचालन का उत्तरदायित्व सौंपा गया है। मेले में प्रति वर्ष संख्या बढ़ती रही है और इस वर्ष कुछ विशेष खगोलीय संरेखण के कारण अभूतपूर्व भीड़ होने की आशा है। पिछले वर्ष प्रभारी अधिकारी की आलोचना हुई थी और धार्मिक स्थल पर पहुंच को प्रतिबंधित करके धार्मिक संवेदनाओं को आघात पहुंचाने के आरोप में उनका स्थानांतरण कर दिया गया था। मेला की तैयारी करने हेतु आपके पास तीन महीने हैं।

(a) उन महत्वपूर्ण क्षेत्रों की पहचान कीजिए जिन पर आप ध्यान केंद्रित करेंगे?

(b) आप कौन-सी भावी चुनौतियां देख पा रहे हैं?

(c) उन पर काबू पाने हेतु आपका क्या प्रस्ताव है?

In any event of large gathering, people's ~~life~~ ~~prote~~ lives protection must be of paramount importance. This case is of such importance.

Important stakeholders here are:

① myself and administration.

② people.

③ other related government departments.

(a) Key areas of focus are

(a) capacity building of the administration.

(b) creating public awareness ~~about~~ about rules to be followed, safety precautions, etc.

(c) public communication infrastructure – media, mobile applications, etc.

(d) Studying people's behaviour, cultural and moral attitudes related to the festival.

(e) conducting vulnerability and criminal analysis to identify miscreants and lacunaes.

(f) Identifying right leadership among my team and deploying emotionally stable people in crucial areas of management.

(g) All necessary safety, rescue and response measures.

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

(b) **Challenges could be**

→ Unexpected nature of crowd behaviour.

→ Religious sensitivities within administration could creates some trouble during contingency situation.

→ Rumours, fake news and hate speech in social media could arose tensions during the event.

→ Shorter span of 3-months to conduct huge administrative arrangements.

→ General issues related to fund, human resource capabilities, technology deployment, etc.

(c) **Action to overcome above challenges**

→ Taking all necessary precautions and disaster mitigation and preparedness steps.

→ Ensuring orderly flow of people by smooth barricading, constant public announcements.

→ I will set up IT teams to keep update public through social-media platforms and give proper information. Simultaneously, keeping an eye on fake news and invalidating it at rapid pace.

→ Sensitization of administration so that religious sentiments are not hurt. Further, ordering my team not to involve in religious actions during their duties.

→ I will utilize Big Data, predictive analytics to take evidence base decisions. I will use CCTV analysis and take immediate actions against miscreants.

With these multi-pronged steps, I will ensure smooth conduct of event.