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GENERAL STUDIES (TEST CODE : 1154)

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Medium Eng./Hindi	English	Registration Number	23528
Center	Pune (online)	Date	26/08/18

INDEX TABLE			INSTRUCTIONS
Q. No.	Maximum Marks	Marks Obtained	<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 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(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:			

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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.

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) Public Trust.

- It is essential to conduct the successful implementation of various schemes and programs.
- To implement innovative ideas
- Essential to make policies successful
e.g. The sustenance of development infrastructure in tribal belt needs their trust.

(ii) Objectivity -

It is an essential quality of civil servant to

- To judge the situation without any prejudice, bias, partisanship.

- Fair route to exercise the justice.
e.g. Resolution of dispute among two people need the objective overview of facts involved into.

(iii) Strength of character -

It is important to affirm the conviction of an action of civil servant which comes from his inherent belief in values.

e.g. T.N. Sheshan : election reforms

(iv) Empathy -

It is an essential quality to deliver services to marginalized and deprived sections of society -
poor, children, women, Divyang etc.

It ensures the inclusiveness of action.

(v) Selflessness

This leads to strengthen the integrity towards public action over selfish vested interests.

e.g. With this quality, civil servant won't indulge into corrupt acts.

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।

The UNHCR report says, by end of 2017, there are about 67.5 million migrants seeking asylum in various countries of the world.

However, due to strain on domestic resources and possibilities of social instability, nation-states tend to adhere to provide the security only to citizens and not to asylum seekers.

In my opinion, there is need to ~~narrow~~ ^{broaden} the mindset of global communities and evolve the humanitarian policy towards the asylum seekers like syrian refugees, rohingyas etc

The nation-states should invoke the humanity as a higher principle, as the world is day by day compressing to 'global village'

We should consider that -

- (1) Human dignity and security is of utmost value.
- (2) Indian principle of 'Vasudhaiva Kutumbakam' (World is family) should be guideline.
- (3) Injustice anywhere would be threat to justice everywhere in the highly connected world.
- (4) The giving asylum to seekers would strengthen moral clout of countries in world.

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।

Upholding ethical standards is prime conditions to ensure the good governance. If civil servant could adhere to ethical principles and values in his behaviour and actions, then it will lead to ethical governance.

~~End~~: As Mahatma Gandhi had suggested to uphold the virtue to realize the moral ends of utmost excellence.

The ethical standards would ensure the objectivity, purity of actions and inclusive justice in the delivery of services

Main areas of Concerns-

- (1) Loopholes in formulation of policies
- (2) The rigid structure of organization
 - Incompetent manpower
 - deeprooted vested interests
- (3) Influence of politicians, elites.
- (4) Fear of transfers and frequent postings to elsewhere.
- (5) Huge workload.

Measures

- (1) Adhering to constitutional values, legal rules, norms while conducting actions
- (2) Following principles of impartiality and objectivity
- (3) Emphasizing on timely and efficient delivery of services (4) E-governance
- (5) Building good work culture- Skilling and updating infrastructure

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।

It has been considered as nuclear deterrence have avoided the WWIII.

India subscribes the policy of nuclear deterrence to defend her frontiers and sovereignty.

It has helped India to manage the relations with hostile neighbours like china and Pakistan.

The nuclear power status also helped to improve our image at the global platforms.

However, the nuclear deterrence policy has negative notions such as -

- (i) It has diverted the resources of welfare of poor towards the

construction of dangerous weapons.

- (2) It creates the paradoxical notion - as India declares itself as a proponent of peace in the world.
- (3) It is considered as hinderance towards the global disarmament efforts.
- (4) India has been criticised as + mischievous due to being non-signatory of Non-proliferation Treaty

Tough, it finds to be ironical for India to adhere to nuclear deterrence despite peace-loving, the approach was necessary and in-line with harsh realities of global geo-politic in general and rival neighbours in particular.
nuclear

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।

(1) The value of giving is having high moral worth in human society. It is important as -

① It promotes solidarity among people by removing mine & thine tendency.

② It promotes the sympathy towards underprivileged sections.

③ It helps to reduce the tensions produced by inequalities.

④ It helps to lit the light in lives of orphans and neglected.

⑤ It builds the notion of oneness (Advait) among all.

(ii) Role of education through institutions of family, school, educational etc are important in this context -

① Every individual has large impact of these institutions and taught values over his life time.

② The individual is carved out by environment provided by these :

③ The values like altruism can be easily imparted eg.

Family - Helping the older persons.

School - To assist the poor child for fees and other material.

College - To carry out collective action for people of slum etc.

Thus, the values imparted by educational institutions, as well as curricula, syllabi help individual to develop altruism.

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।

Personal ethics implies adhering to high moral standards such as – love, care, sympathy, compassion in personal sphere.

Professional ethics implies, adhering to high moral standards – objectivity, purity, impartiality, rule of law in the professional realm.

For any civil servant, the relation between two notions are important to deliver high standard services which will be humane, just, equitable and sustainable.

A civil servant having strong compassionate attitude will consider

the underprivileged people into policy formulation always.

For e.g. Implementation of PDS — civil servant would ensure that the old-age, women would get their rationing quota first — and thus prioritizing the needy over other well-off sections.

Thus, civil servant of kind attitude will assure the service delivery with rules as well as humane norms.

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।

Probity implies the absence of
ill-practices in the governance
adhering to framed rules and laws.

Significance -

- (1) Probity ensures the principle of procedural justice to be followed.
- (2) It will ensure the objectivity and purity in the execution of programmes and schemes.
- (3) It strives to weed out the wrong practices, wrong notions from the public frameworks.
- (4) Way for good and ethical governance

Requisites for probity -

- (1) Clear charting out of policies, rules, regulations, laws that will address the loopholes.
- (2) Highly ethical and efficient bureaucratic structure.
- (3) Respondent citizens.
- (4) Interdepartmental coordination
- (5) Review mechanism.

Remedial Measures

- (1) Social Audit
- (2) e-delivery services
- (3) Citizen charter. - Accountability
- Time frame
- (4) Grievance redressal mechanisms
- (5) Helplines and complaint box.
- (6) Periodic review.

Thus, virtue of probity helps to realize high standards of service delivery

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?

The fear of punishment, at one side curb the wrong-acts of dishonest officials ; but induces inactivity among the efficient ones. It leads to-

- ① delay in clearing projects
- ② Increase in cost of process
- ③ Unnecessary work load.
- ④ Poor service delivery
- ⑤ Hurdle to good governance.

Hence, the laws and regulations against the corruption and dishonesty should be devised in such a way that both objectives should be reconciled.

Ways to achieve -

- (1) Framing laws & rules with utmost clarity and detailed provisions such as definition of corruption.
- (2) Differentiation among mala fide & Bona fide intents
- (3) Recognition to conscience of authority in according to merit of the case.
- (4) Fair opportunities to civil servant to justify his case.
- (5) Chalking out detailed investigation procedural mechanisms.
- (6) Punishment to convicted official with swiftness after following due principles of natural justice.

Thus, the reconciliation among conflicting issues regarding corruption is necessary to enhance the efficiency of governance.

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 is the form of intelligence which identifies, analyzes and manages of intelligence of self and others.

In case of civil servant —

- ① Prime responder and accountable -
 - hence self management of intelligence is necessary during peculiar situations
 - such as - eg. gherao morcha, agitating people, inefficient subordinates
- ② He is leader of an organization -
 - This calls for acknowledging & managing the emotions of others.

eg. He should be able to know the concerns of subordinates and colleagues towards the day to day administrative practices, hurdles, problems and other issues.

If older staff is facing difficulty to accommodate with newer digital technologies, then it will be duty of civil servant to recognize, be cordial with them and

- to impart required training
- build capacity to enhance the efficiency of subordinates and organization as whole

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

सिटीजन 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 सिटीजन चार्टर के महत्व का विश्लेषण कीजिए।

Citizen Charta In the government organization gives the details of -

- Services to be provided
- Time frame
- Responsible functionary
- grievance redressal mechanism.

It strives to clarify the procedural hinderances in realising lastmile delivery of services.

However, the charters have been made according to the suitability of government officials and found to be non-responsive in many situations.

Thus, there is need to give more humane, citizen centric face to charters.

- (1) It will fulfill the requirements of ideal citizen charter.
- (2) Detailed provision in case of non-compliance.
- (3) Detailed accountability mechanism
- (4) Presence of appellate authorities (eg. RTI)

Thus, citizen charter should guide citizen to take steps at every point rather than being on the mercy of bureaucratic framework

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।

Social media denotes the digital platforms which connects all sections of society to communicate e.g. whatsapp, Facebook .etc.

The social media have brought new mode of exercising freedom of speech and expression in hands of common people , hence ^{it} is more democratic.

However, it has also played the key role in influencing public opinions regarding political processes in recent past.

example -

(1) US Presidential elections -

The widespread propaganda by manipulation using digital

surveillance has resulted allegedly,
into win of Donald Trump.

(a) Cambridge Analytica Issue -

The consultancy has been
criticized for unauthorized access
to Indian voters to influence the
public opinion in favour of
particular party.

Thus, the social media
have given the new medium in
hands of elites to distort the
realities and influence people.

In this context, it is the
responsibility of people to use
reason and wisdom to assess inform-
-ation and form opinions

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।

Mahatma Gandhi has relied heavily upon the path of Non-violence during his political and social conduct.

The Non-violence has been criticised as ~~non~~ inactivity and passivity towards the injustice. Thus, the tolerance towards the injustice has been attached to notion of non-violence by some people.

However, According to Gandhi, Non-violence is moral force and weapon of strength to exercise.

It is not the symbol of passivity

Non-violence is absence of
ill-will towards evil does,
and not the evil.

The moral force of truth by
non-violent methods would win
over the evil in the situation of
injustice.

The moral appeal made by
the movement of freedom struggle
under leadership of Gandhiji led
to win over colonialist attitude
of British Raj.

In today's environment, the
notion of non-violence helps to
build solidarity and brotherhood,
resultantly strong force of transform-
-ation against evil.

e.g. Anti Corruption Movement under
leadership of Anna Hazare

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।

Corporate governance relates to the governance of industrial organization providing goods & services to their customers.

The good corporate governance is being seen as an end by making the high profits, standard work culture and good financial health.

However, it is not an end in itself. It has procedural aspect. It should be followed in letter & spirit by adhering to high set of standards such as values of honesty, work ethics, ~~team~~ organizational ethics, accountability, and integrity.

The high standard ~~procedures~~ laid down by the standard operative procedures (SOPs) will help to—

- ① Reduce the unnecessary activities waste generation,
- ② ensure strong resource utilization—
— material, time, capital, manpowers.
- ③ Thus it would enhance the efficiency — economically.
- ④ Cost efficiency ~~→~~ would lead to good financial health and high profits
- ⑤ Standard procedures would ensure standard products, leading to customer satisfaction.
- ⑥ Material utilization in better way would lead to sustainability

Thus, good ^{corporate} governance is key to economic viability, growth and ecological sustainability

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?

The decline of sex ratio has become the worse phenomenon of the Indian society in recent decades, It points out the gender inequality prevailed in the society.

(a) The curb to derogatory practices such as sex-determination through ultrasonic machines, female foeticide etc. have been attempted through the PCPNDT act and MTP act.

It was an effort to clean up the medical practices and criminalize the act of female abortion.

However, the medical or legal actions are not enough to address the issue, because—

- (1) The patriarchal mindset of society not favouring girl child
- (2) The societal structure of patrilocality and patrilineality, thus reducing economic importance of women.
- (3) The unsafe environment of society occurring sexual violences

(4) Lack of value education in the schools and family etc.

(5) The lack of grass root movement to emphasize the issue.

(b) Suggestions-

(1) Legal - strict implementation of PCPNDT act, 2005 through empowering police & judicial system

- Fast track courts to address gender related crimes.

(2) Social awareness

- strengthening grass root movement through 'Beti Bachao Beti Padhao'
- Education in family, institutions
- Media, social media awareness

(3) Economic

- emphasizing the participation of women labour force to give an equal worth to female.

(4) Empowerment in political and other spheres through representation political officers

(5) Non tolerance towards gender related crimes — dowry prohibition
— sexual violence,
— harassment at workplace.

Hence, the comprehensive approach of government, society is required.

(c) Ethical dilemma

Right to
abortion

vs

Prevention of
Female foeticide

Right of
woman

vs

Right of
unborn child

Individual
right

vs

Social (gender)
Justice

There is need to make a dialogue to determine the set of conditions under which the conflicting values can be prioritized.

- (1) Right to abortion should be prevailed. if
 - ① pregnant woman want to exercise her choice,
 - ② health, maternity complication.
 - ③ sex determination is not carried out^{er}.
- (2) Right of female foeticide would prevail - if-
 - ① Intended abortion is against the will of woman (pregnant)
 - ② There is family pressure and parochial attitude toward unborn child.
 - ③ sex determination has been carried out.

Thus, the ethical dilemma should be resolved prioritizing the pregnant woman's choice over her body.

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 (कोटेशन) 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।

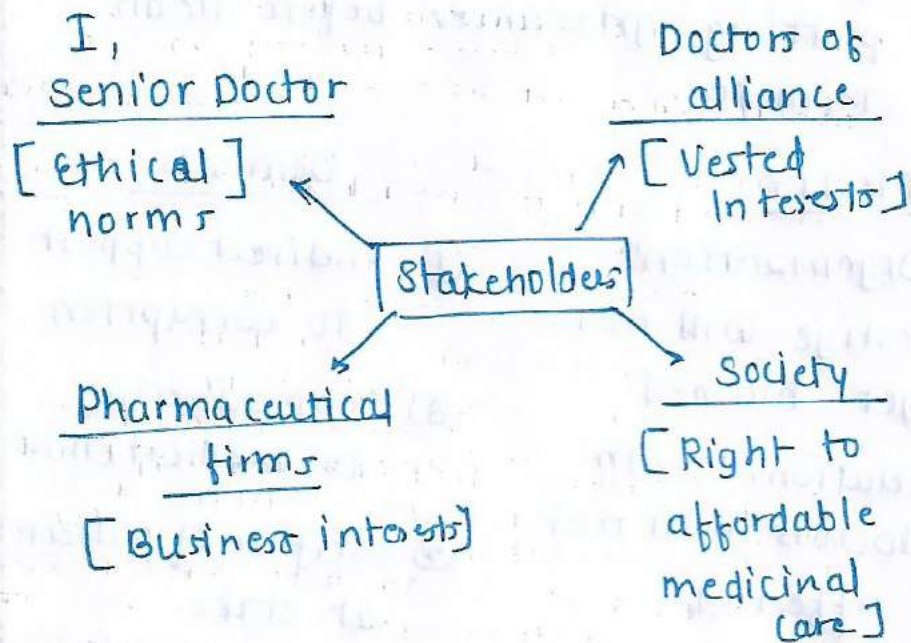
(a) इसमें समाविष्ट प्रमुख हितधारकों एवं नैतिक मुद्दों की पहचान कीजिए।

(b) इन समस्याओं को हल करने के लिए संभावित समाधानों का विश्लेषण कीजिए।

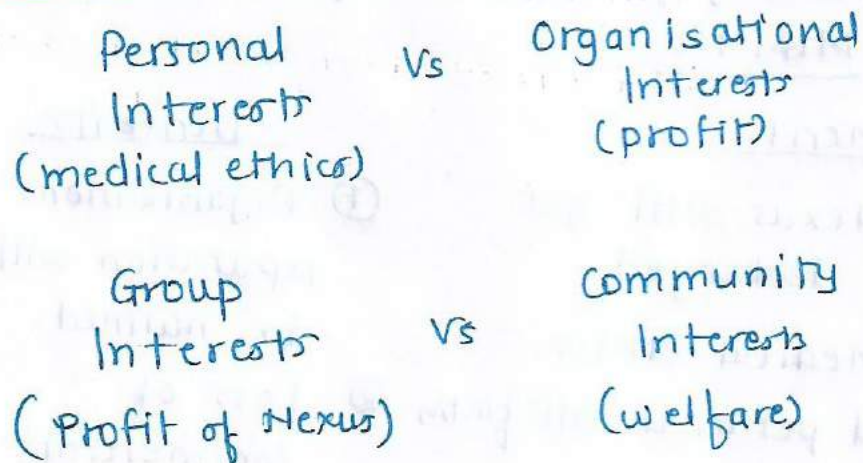
(c) आपकी अंतिम कार्यवाही क्या होगी और क्यों?

The predatory medicinal
prices have become root cause to
cause impoverish the people

(a) Stakeholders -



Ethical issues involved -



(b) Possible solutions -

(a) Agreeing with doctors and not putting grievances before Health Minister.

Merits

- ① Organization's prestige will not get harmed
- ② Relations with Codocors will not affected

Demerits

- ① Indirect support to corruption
- ② Not adhering to medical ethics
- ③ Welfare of patients at stake.

(b) Putting grievances in front of health Minister

Merits

- ① Nexus will get destroyed
- ② Medical ethics and personal satisfaction
- ③ welfare of poor patients
- ④ Check to other hospitals

Demerits

- ① Organization's reputation will be harmed.
- ② Loss of commercial interests to pharmaceutical firms & hospital

(c) Complaining to Seniors of the hospital administration

Merits

- ① Following the organizational principles
- ② According to principles to Justice.
- ③ Organization's prestige in the society will be saved.
- ④ check to future practices in hospitals

Demerits

- ① Short term commercial loss to the administration
- ② Co-doctors and mine relations will be deteriorated.

(c)

As an adherant to medical ethics,
I will go with option (c).

By bringing the Senior administrators into the loop, the due procedure of justice will be followed. It will

lead to setting up of enquiry committee (Internal) and penalising the perpetrators according to rules of ~~an~~ organisation.

- It will stop to set bad precedent in the hospital administration.
- It will ensure the affordable prices of medicines to patients.
- By affordable prices, the demand of hospital service will increase and profit will increase in long run.
- It ensure the patient's right of medical care.

Thus, the medical ethics are necessary to realize the healthy and happy population of society

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?

Every organisation needs to adhere
to principle of customer satisfaction
customer delight to ensure long-
run profile in the market.

(a) Factors to consider while giving an advice -

① Root cause of impulsiveness of functionaries -

Possibilities - ① High workload

② low pay scales

③ stretched work hours

④ Attitudes of leaders

⑤ Lack of solidarity

② Frequency of customer interface and reasons - ① complains

② No resolution of earlier complains

③ consistent poor service delivery

③ Organisational structure

① Number of sufficient employees

② Hierarchy of organisation

③ Extra curricular activities

by the organisation such as
team building exercises etc.

④ Physical Infrastructure

- Cubicles, computers, connectivity,
- Ventilation, water supply etc.
- Location and overall ambience
of offices

⑤ Other Miscellaneous causes if any -

- Inequitable work distribution
- favouritism, appraisal etc.

(b) Solutions -

① Ensure the availability of physical infrastructure and ambience according to the demands of employees.

② Scientific study of the complaints of customers -

- Nature, frequency

③ Early resolution of complaints -

- via helplines, emails to avoid direct interface
- timelines to be framed to resolve the issues of customers

④ Appraisal of employee

- Performance based appraisal on regular basis
- Avoiding favouritism.
- Allowing some flexibility in working hours for needy employees - women, handicapped etc.
- Salary revisions
- Perks according special performance and achievements.

⑤ Team Building Exercises

- Trips, games.
- Celebration of birthdays
- Awarding the achievers of family
e.g. students felicitation

⑥ Opening channels of Communications

- Regular meeting
- proper hierarchies

⑦ Capacity Building -

- Training,
- soft skills development etc.

The Human Resource Management are essential for better productivity of an organization, hence it needs to be organized followed with vigour.

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 प्रायः 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 मुद्दे क्या हैं? आप अपने व्याख्यान के निष्कर्ष में क्या कहेंगे?

Alcoholism and related crimes and violences have brought the miseries of many families. It leads to domestic violence against women. It ends up in impoverishing the families. It deprives the good family atmosphere for the children in their bringing up.

However, with the increasing materialism, it is not a taboo, rather became a normal to drink alcoholic beverages. In urban societies,

it is considered as civilised culture.
Thus the alcohol consumption is
related to individual right of
right to personal liberty

Similarly, in the tribal
pockets of the country, the consump-
-tion of intoxicants such as Mahua
are part of long-lived tradition and
norm of celebration. In recent years,
it is even the mode of earning
livelihood for tribal people.

For the government, the
revenue from taxes of alcoholic
drugs are major part of total receipt.
It forms the principal fiscal purse
for them to ~~cons~~ expense for the
social-welfare programmes

Thus, the issue of alcoholism involves the -

- ① Rights of individual
- ② Justice in family
- ③ Stability in society
- ④ Respect of peculiar culture
- ⑤ State government finances.

In this background, the total prohibition brings meagre success -

- ① Reduction in domestic violence
- ② Stability in society and peace

While, this ~~left~~ leaves other issues unanswered, and on the mercy of laws and regulation. It also create the black marketing of alcohol. Hence, it is the time to review the total regulatory policy over alcohol consumption and related problems.

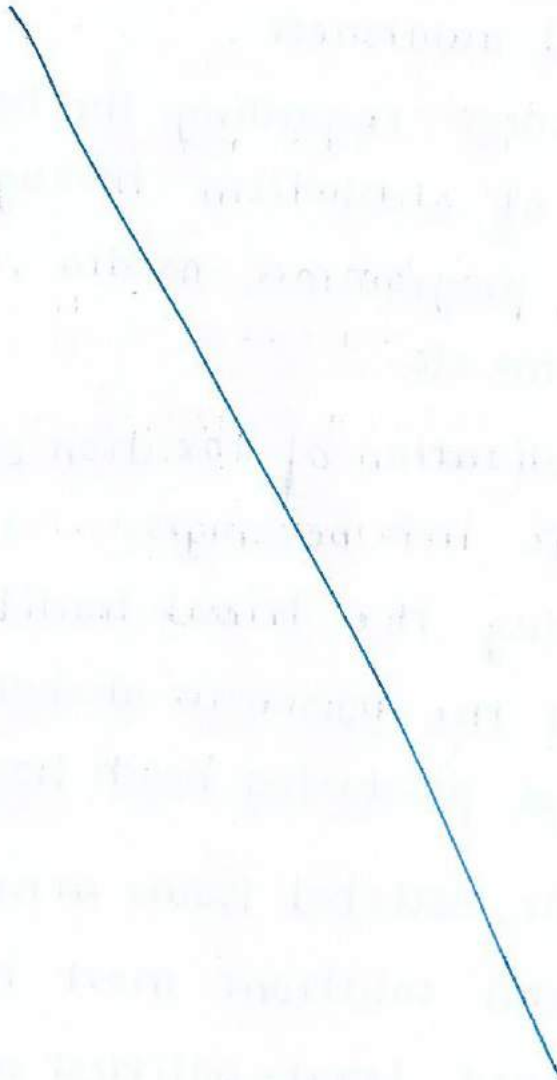
(b)

We can take some steps such as

- ① strengthening implementation of acts regarding domestic violence through regular exercise and societal awareness.
- ② Awareness regarding the harmful effects of alcoholism through rallies, programmes, media, digital platform etc.
- ③ Rationalization of taxation on alcoholic ~~into~~ beverages.
- ④ Respecting the tribal traditions.
- ⑤ Ban on the poisonous alcoholic beverages producing hooch tragedies.

The, societal issues & needs the societal solutions most than any imposed legal-political regulation. Hence, it is important to draw

a thin line between the rights of
individual and welfare of society



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 आश्चस्त 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 है। 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।

The excessive privatization of education has led to make the sphere of knowledge more commercial.

(a) Dilemmas -

- ① Personal Interests Vs Institutional ethics
(due promotion) (favouritism)
- ② Education ethics Vs Benefits of student
(equality) at ~~test~~ higher cost
- ③ Commercial Interests Vs Justice towards
of teacher untutored students
- ④ Excellence of few Vs Egalitarianism
in society.

The case represents the value corruption in today's educational system. Legally, the teachers of educational institutions are not allowed to take extra tuitions. It harms the quality of educational institution and marginalize the ~~the~~ untutored children from excellence.

(b) Course of Action -

(1) Persuasion

(A) ^{Hop} Suggesting the principal and other teachers to take extra classes in the institution without any commercial motive.

- It will benefit the institution to reach the excelled point.
- It is according to organization ethics and equally ~~pro~~beneficial to all students.
- If all students could do well, rather a few, it will be in the interest of all in long term
- Society will be benefitted due to large pool of talent.

(2) Taking the issue to Director -

If persuasion would get fail, this will be the next course of action

- It will give top-down pressure on the wrongdoers
- It will benefit the institutions in long run due to excellence of students and quality of teaching.
- It will pave way for review of remuneration of teachers, if they are doing things due to less salaries.
- It may avoid the bad impact of bad rating on my performance.
- By requesting to director, I would suggest to give another opportunity to all indulged in tuitions so that their career would not impact (especially HoD - 4 months due to retire)

(3) If this also get fail-

I would be having 2 options

Go to Media

- It will bring long impact on society

Resign from the job

- My career would be hindered.

- By going to media, My career may or may not be impacted.
- Considering the mutual possibilities of end of career in institutions, I will go to media for the better interest of society as a last resort.

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?

(c) How do you propose to overcome them?

20

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?

Being a religious society,
the celebrations by gathering at
sacred places have become a
feature of our culture. Thus, the
crowd management is not only
mere event management but about

the respecting the religious feelings
of devotees equally.

(a) Key Areas - to focus-

- ① Number of devotees prospects
- ② Routes of entering the places
- ③ Public places - Bus stations,
Railway stations, pilgrim residences.
- ④ Water supply & sanitation
facilities
- ⑤ Availability of food supply
(as roads may get disrupted)
- ⑥ Manpower - police & administration.
- ⑦ Regulation of vendors and shops
- ⑧ Surveying of open spaces. (in
case of mishap)
- ⑨ Local NGOs, youth groups
- ⑩ Financial provisions of budget
and estimated expenditure
- ⑪ Miscellaneous

(b) Challenges —

- (1) Managing crowd at holy points at specific ~~ex~~ time event.
(The specific time 'Muhurt' become crucial to determine the inflow of devotees)
- (2) The meagre resources -
funds, police, administrative functionaries, water & food
- (3) Inadequate regulative policies of past for vendors, pandals etc.
- (4) Issue of sanitation and waste management.
- (5) Issue of traffic management.
- (6) Coordination among stakeholders.
- (7) Burden on manpower and possibility of panic mode trigger.
- (8) Fire fighting strategies.

(c) Solutions-

- (1) Overview of last time event and learning from their mistakes
- (2) Accounting of funds & manpower.
- (3) Allocating the works according to ~~ex~~rules, expertise and assigning most competent to the sub-leaders of functions.
- (4) Disaster Management plan - Training to people.
- (5) Chalk out plan for better efficiency of all resources.
- (6) Drawing out maps, choke points, entry and exit lanes
- (7) Clarifying regulations over shops.
- (8) Ensure availability of water, food.
- (9) Strict adherence to sanitation and waste management issues

- (10) Planning of timetables according to the rituals taking inputs from management of religious institutions
- (11) Taking help of NGOs, youth groups for feeling the gaps and also private sector.

The big events demand the comprehensive approach where co-ordination of all become necessary to realise the successful event.