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GENERAL STUDIES (TEST CODE : 873)

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Medium Eng./Hindi	ENGLISH	Registration Number	4120
Center	NEW DELHI	Date	20/09/2017

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	10	
6	10	
7	10	
8	10	
9	20	
10	20	
11	20	
12	20	
13	25	
14	25	

Total Marks Obtained:

Remarks:

INSTRUCTIONS

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

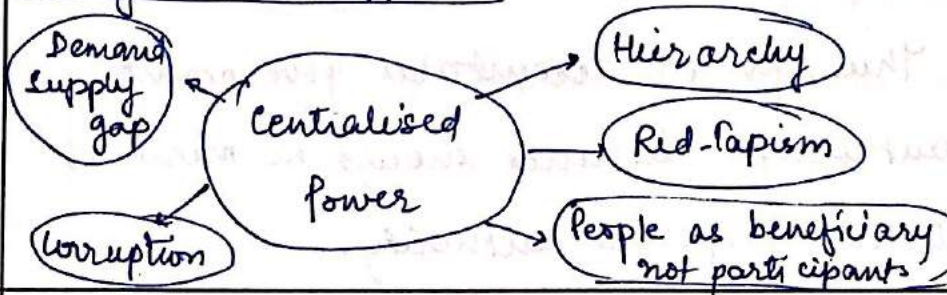
Answer the following questions in not more than 150 words each:

1. (a) The more remotely power is exercised from the people, the greater is the distance between authority and accountability. Discuss. 10

(a) जितना लोगों से सत्ता का प्रयोग दूर होगा, उतना ही अधिक प्राधिकारी और जवाबदेही के बीच अंतर होगा। चर्चा कीजिए।

a) A government can be good only when its transparent, accountable and responsive. The stress on decentralization of administration by multilateral institutions like World Bank & later by 73rd & 74th Amendment Act was aimed to bring democracy & governance to the grass-roots.

Centralization of power has always wielded corruption, insensitivity & 'ivory-tower approach' to administration.



British administration was oppressive as it was centralised. India post independence till 1980, experienced hinder rate of growth too for this reason.

Gandhi's too believed in trustee form of government & accentuated on self-governance as also is reflected through Article 40 of the Constitution.

Accountability can be ensured only when authority is distributed and rationalised. With clear distinction of division of work at various levels, closer to people, people can seek performance evaluation.

Thus, for an accountable government & authority, distance should be minimised between people & authority.

1. (b) "If you want others to be happy, practice compassion. If you want to be happy, practice compassion". In what ways can a compassionate public official be more useful for realizing public service goals? 10

(b) "यदि आप दूसरों को प्रसन्न रखना चाहते हैं, तो करुणावान बनें। यदि आप प्रसन्न रहना चाहते हैं तो करुणा अपनाएं।" किस प्रकार से एक करुणावान लोक सेवक सार्वजनिक सेवा के लक्ष्यों को साकार करने के लिए अधिक उपयोगी हो सकता है?

Civil servant should always be honest, fair, non-discriminating, compassionate and empathetic in his working.

Compassionate public servant would be empathetic and its said that if civil servant has empathy, nothing else matters; if he has no empathy, nothing else matters.

A compassionate public official would understand & realise the need for equity, inclusiveness & distributive justice to empower even the most marginalised section of society.

According to Gandhiji's Sarvodaya principle too, a good of individual lies in the good of community. So, practicing compassion & bringing happiness to the last impoverished man in the society would be reflective of the entire well-being of society.

It is for this reason, that public official should give weightage to goodwill too rather than just sticking to the law. Governmental policies through Prohibition of Manual Scavengers Act, 2013, Right of Persons with Disability legislation are all based on this principle as bringing happiness to greatest number of people should be the goal of civil servants.

2. (a) The recent decision by the government to ban use of red beacons is only a symbolic gesture and a lot more needs to be done to end the VIP culture in India. Critically discuss. 10

(a) लाल बत्ती के प्रयोग पर प्रतिबन्ध सम्बन्धी सरकार का हालिया निर्णय केवल एक प्रतीकात्मक संकेत है और भारत में वीआईपी संस्कृति समाप्त करने के लिए बहुत कुछ किए जाने की आवश्यकता है। आलोचनात्मक रूप से चर्चा कीजिए।

Banning use of red beacons has been a welcome step by the government to work towards dismantling the 'babudom' culture prevalent in Indian bureaucracy & government system.

The colonial legacy of continuing the VP culture while treating people as deprived commoners received a severe blow, to the start with the process of 'Indianisation' & indigenisation of the governance framework.

However, a lot more needs to be done:

- 1) Bringing administration closer to people by encouraging maximum people participation through Citizen Charters, Public

Expenditure Tracking, mandating Result Framework Documents, PRIS to be used as tools for greater accountability.

- 2) Repealing Article 310 & 311 of the Indian Constitution & amending Article 309.
- 3) Strengthening RTI by amending RTI Rules & amending Section 12 & Section 15 to facilitate non-civil servants entry into Information Commissions.
- 4) Rationally debating the lateral entry system into civil services to bring in greater performance delivery & competition.

There are various other provisions also mentioned by 2nd ARC which should be implemented to make governance citizen centric & do away with 'little Napoleon' attitude of the governments' VIP.

2. (b) To what extent can financial incentives help shape attitude towards social issues? Discuss with relevant examples.

10

(b) किस हद तक आर्थिक प्रोत्साहन सामाजिक मुद्दों के प्रति अभिवृत्ति को आकार देने में सहायता कर सकते हैं? प्रासंगिक उदाहरणों सहित चर्चा कीजिए।

Social persuasion and incentives and awards can be an active agent of social change.

In this respect, financial incentives can entice people to participate in strengthening the public service delivery mechanism. as also to change attitude towards social issues.

Various initiatives have already been started in this respect:

1) Government launched the UJSWALA scheme to financially help BPL families switching to LPG from conventional polluting fuel.

2) Sukanya Samriddhi Yojana launched by

government to protect ^{girl} child & work towards their education has starting reaping benefits as early signs of improving sensitization.

3) Many Naxalites have been rehabilitated with surety of decent livelihood through this way in LWE areas.

3. (a) At times, moral behaviour can be constrained by the complexity of legal system. Explain. In this context, explain the purpose of legal protection for good samaritans in the case of road accidents. 10

(a) कई बार, नैतिक व्यवहार कानूनी प्रणाली की जटिलता के चलते निरुद्ध हो सकता है। व्याख्या कीजिये। इस संदर्भ में, सड़क दुर्घटनाओं के मामलों में संकट के समय सहायता देने वाले अच्छे व्यक्तियों (good samaritans) के लिए कानूनी संरक्षण के उद्देश्य को समझाएं।

Human behaviour is affected and controlled by many factors which allow or refrain attitude from transforming into desired behaviour.

The intricacies & vagaries of the prevalent legal system too plays a role in constraining moral behaviour. Knowing only too well that initial hours are the golden hours for saving someone's life, people refrain from following their moral responsibility for the fear of legal hassles involved. This was also so evident in the Dec 2012 Delhi rape case where the victim lay unhelped for several hours until help arrived.

In this respect, SC's judgement for protecting & incentivising good Samaritans in road accidents would go a long way in saving lives where 1 person dies every 4 minutes in road accident in the country.

A thing as precious as human life should not get entangled in fear of legal battles & insensitivity of the prolonged justice system.

Until moral education is restored back to the same level where people value each life as saving humanity everytime, every possible incentive even in form of legal protection should be provided to ensure state's responsibility of protecting Article 21 of the Indian Constitution.

3. (b) Examine the different ethical issues involved in the use of public shaming as a punitive measure. Do you think this is an appropriate measure to address the problem of rising crime rates. 10

(b) दंडात्मक उपाय के रूप में सार्वजनिक रूप से लज्जित करने (public shaming) जैसे उपायों से जुड़े विभिन्न नैतिक मुद्दों का परीक्षण कीजिए। क्या आप मानते हैं कि बढ़ते अपराध दर की समस्या हल करने के लिए यह उपयुक्त उपाय है।

The rising crime rate in societies globally is reflective of the depleting value system and increasing materialisation of society.

In this respect, public shaming is also debated as a possible punitive measure to bring down crime rate.

Pros associated with it:

1) Reputation & self-esteem continues to be one asset people still value the most. Fear of losing this might deter people from committing crime.

2) It will bring the real character of the accused publicly & prevent repeated acts of his. Saving society from crime is of course

priority to ensure public order.

3) It will plausibly bring down crime level.

Cons:

1) It may push the convict into recedivism as he has already lost his reputation.

2) It might involve retaliatory behaviour in the person which might increase his tendency to commit crime.

3) Justice system in the country is inherently slow with poor conviction rate, esp. in crime against women. In this respect, without sufficient proof, maligning someone's reputation is not ethically right.

There have been demands of publicly shaming rape accused, publicly disclosing wilful defaulters, etc. but the same should be ethically seen to qualify both on ends & means way before adopting this methodology for crime control.

4. (a) Why did Gunnar Myrdal use the term 'soft state' in the context of South Asia? Do you think such a characterisation is still relevant in the case of India today?

10

(a) गुन्नार मिर्डल ने दक्षिण एशिया के संदर्भ में 'मृदु राज्य' का प्रयोग क्यों किया है? क्या आप मानते हैं कि इस प्रकार का विशेषीकरण आज के भारत के संदर्भ में भी प्रासंगिक है?

India has been historically identified as a 'soft state' which has tried to leave its imprint globally through cultural, technological, relational perspective.

South Asian countries, particularly, India exercised its soft power for global hegemony.

- 1) It is known as the cradle of civilization with Buddhism, Jainism, Hinduism taking birth here.
- 2) It followed principles of Panchsheel & non-interference.
- 3) It assisted & raised the cause for independence of various African & Asian nations.
- 4) India proved its mettle in technological front with global leadership in IT & ITeS, and also now in space technology.

However, India is changing its image in the changed geopolitical era!

1) It is showing its assertiveness against China in Indian Ocean with no. of military exercises.

2) It has made terse remarks against Pakistan post the Pathankot attack & had undertaken surgical strike.

Notwithstanding India's show of strength to assert its right in its region of influence, India has started on its bid to strengthen its soft power but also prepare strategically its hard power to be shown in the hour of need.

4. (b) Intolerance can be linked both to prejudices and value judgments. Elaborate with relevant examples. Also discuss how intolerance can be countered in a multicultural society like India. 10

(b) असहिष्णुता को पूर्वाग्रह और मूल्यानुमानों (value judgments) दोनों से जोड़ा जा सकता है। प्रासंगिक उदाहरणों के साथ सविस्तार वर्णन कीजिए। साथ ही चर्चा कीजिए कि भारत जैसे बहुसांस्कृतिक समाज में असहिष्णुता का प्रतिकार कैसे किया जा सकता है।

Intolerance is often related to a situation of cultural stagnation. It is sans any doubt having its deep roots in prejudices & misplaced values which tend to make tradition sacrosanct while forgetting the rationale behind the traditions.

The recent incidences of intolerance resulting in murders of dissenting rationalists & journalists, as also of people from particular sect on account of suspicion or mistrust are also evidences proving their allegiance to prejudice. Any dissent or act that is seemingly threatening the rationale of strong traditions

or closely held beliefs is tried to be crushed or subjugated.

Intolerance can be infructuous for the secular fabric of the society & can breed majoritarianism to a critically lethal extent.

In a multicultural society, intolerance can be countered by:

- 1) changing the way word 'secular' is dealt with. Secular education should involve incorporating lessons from all religions to disallow the mistrusts, or wrong information.
- 2) Right to peaceful dissent should be promoted through healthy debates & discussions.
- 3) Politics should not be allowed to interfere in religion. Section 126 of RPA, 1951 could be used relatively towards this.

Cultural diversity is nation's strength & the same should be protected in all measures to renew in its social fabric.

5. Social attitude towards corruption has become more forgiving with time leading to a view of illegal gains and misappropriation of public assets as a "rightful" individual prerogative. Analyse in the context of India. 10

समय के साथ भ्रष्टाचार के प्रति सामाजिक दृष्टिकोण अधिक क्षम्य बन गया है जिससे "उचित" व्यक्तिगत विशिष्टाधिकार के रूप में गैर-कानूनी लाभों और सार्वजनिक परिसंपत्तियों के दुर्विनियोग का मार्ग प्रशस्त हुआ है। भारत के संदर्भ में विश्लेषण कीजिए।

Corruption is inherently abuse of power for personal gains. Social attitude towards corruption is changing owing to changing value system of the society.

It is being accepted more readily as:

- 1) It is no more seen as an economically or political problem, but an environmental reality.
- 2) With rampant corruption & rental activity, it is the poor who pay the most. But to attain access to basic services, acceptance has replaced protest. DC Wadhwa Committee report revealed over Rs 27000 crore is annually lost in the subsidies provided by govt.
- 3) With immensely prevalent red tapism, over Rs 4 lakh crore infrastructure projects are

simply stalled up. Collusive bribery comes handy in this case, to get the work done against escalating cost of project.

4) Delayed justice system & poor law & order hasn't disincentivised it either.

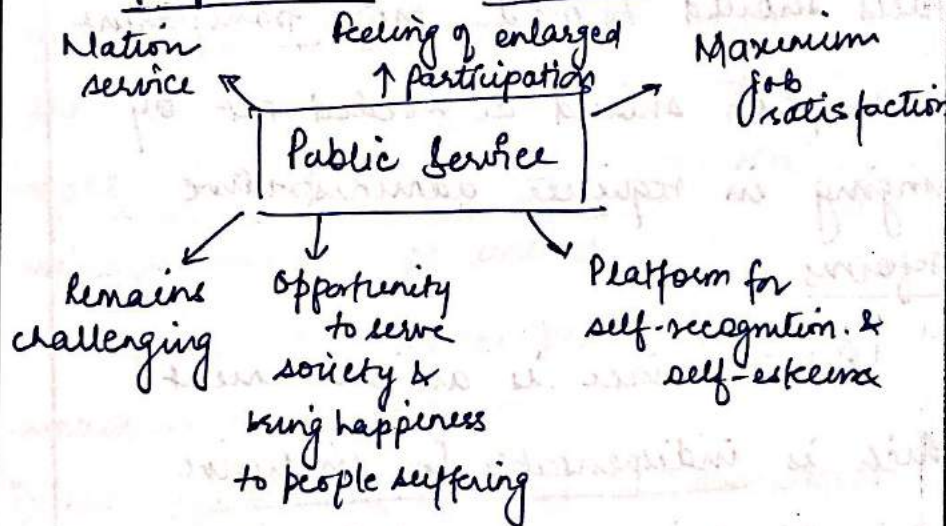
5) Money & power is valued more than education & values, which makes it more acceptable.

Corruption has to be dealt with a multi-pronged approach, but the first thing to start with is to stop this 'acceptance' culture through greater awareness & reformed education system with greater stress on moral education.

6. What are the factors which draw people to public service? Suggest measures to keep public servants motivated. 10

लोगों को लोक सेवा की ओर आकर्षित करने वाले कारक क्या हैं? लोक सेवकों को प्रेरित रखने के उपाय सुझाइए।

Public service remains one platform that offers unlimited opportunity for an individual to seek & realise meaning and purpose to his/her life.



Public service should remain an inviting field for young enthusiasts & public servants should remain motivated. for this:

- 1) Good public servants should be acknowledged

and appreciated & bad ones be penalised & punished.

- 2) Public service should be inherently protected from being politicised.
- 3) It should continue to recruit best people around & recruitment-process in states should be made more transparent.
- 4) Corruption should be weeded out- by bringing in requisite administrative reforms.

Public service is an instrument which is indispensable for inclusive nation building & should be strengthened to the core.

7. Corporate Governance provides a framework that defines the rights, roles and responsibilities of various groups within an organization. (a) Elaborate the need to incorporate the principles of Corporate Governance to enhance the effectiveness of the public sector enterprises. (b) Identify the challenges specific to the public sector when it comes to the application of good practices of corporate governance.

10

कॉर्पोरेट गवर्नेंस वह ढांचा प्रदान करता है जो संगठन के भीतर विभिन्न समूहों की भूमिकाएं, अधिकार और उत्तरदायित्व परिभाषित करता है। (a) सार्वजनिक क्षेत्र के उद्यमों की प्रभावशीलता बढ़ाने के लिए कॉर्पोरेट गवर्नेंस के सिद्धांतों को समाविष्ट करने की आवश्यकता का सविस्तार वर्णन कीजिए। (b) जब कॉर्पोरेट गवर्नेंस की अच्छी पद्धतियों के अनुप्रयोग की बात आती है तो सार्वजनिक क्षेत्र के लिए विशिष्ट चुनौतियों की पहचान कीजिए।

Corporate governance - is the process of managing & controlling the affairs of the management of an entity to keep it most transparent, & least risk-inviting through any corrupt activity.

Corporate Governance principles should be incorporated for PSEs as:

- 1) PSEs need to be reformed to make them truly 'public' & 'enterprising'.
- 2) Management of PSE is rife with political interference & lack of transparency.
- 3) State PSEs have shown significant slowdown with over Rs 75000 crores of loss this year.

Management practices need to be improved in this respect.

b) The challenges in PSEs for corporate governance are many:

1) There have been many missed targets of disinvestment owing to inherent populist practices.

2) Sick companies are not being closed down despite repeated recommendations from BIFR.

3) They contribute in the public good & social sector, which does not allow all corporate governance practices become totally applicable.

4) Resistance being put up by existing employees.

8. Emotions, earlier considered as an irrational factor in decision-making, are now recognised as a critical factor of judgment. In this regard, answer the following questions: (a) How can Emotional Intelligence help in coping with the intense pressure and occupational stress faced by police officers and armed forces in discharge of their duties? (b) What are the some of the concerns in incorporating and assessment of emotional intelligence skills in public service? 10

भावनाओं को, जिन्हें निर्णय लेने में पहले एक अतार्किक कारक माना जाता था, अब निर्णय का महत्वपूर्ण कारक माना जाता है। इस संबंध में, निम्नलिखित प्रश्नों का उत्तर दीजिए:

- (a) अपने कर्तव्यों का निर्वहन में पुलिस कर्मियों और सशस्त्र बलों द्वारा सामना किए जाने वाले तीव्र दबाव और कार्य सम्बन्धी तनाव (occupational stress) का मुकाबला करने में भावात्मक प्रज्ञता (Emotional Intelligence) किस प्रकार सहायता कर सकती है?
(b) लोक सेवा में भावात्मक प्रज्ञता कौशल को समाविष्ट करने और आंकलन सम्बन्धी कुछ चिंताएं क्या हैं?

a) Emotional intelligence is understanding, interpreting and managing other's emotions as well as one's own emotions.

Emotional Intelligence can help reduce stress of police officers & armed forces!

1) Police officers & armed forces by acting more sensitively or empathetically will be able to overcome the trust deficit of the masses.

2) Greater participation of people can then be ensured if they trust these entities & can be their 'eyes' & 'ears'. Eg: Community policing, civil defence.

3) It will help them enhance their social skill & social intelligence, thus, helping in their profession.

b) Concerns :

1) Emotional intelligence is highly subjective & qualitative to assess.

2) A balanced approach is important in this respect as public service domain is very wide & multi dimensional.

9. You, a manager in one of the top IT firms in the country, are tasked with hiring new recruits for an upcoming project. You find that the company has given tacit instructions of not hiring female candidates in view of the new maternity law passed by the Government. You find this highly objectionable and lodge a protest with people in the higher management but they are firm as they want to cut down all the unnecessary costs. Based on this information, answer the following questions:

- Identify the stakeholders and their interests in the situation.
- What are the dilemmas that a recruiting manager may face in such a scenario?
- What are the different options available to you? Which one will you pursue and why?

20

आप देश की एक शीर्ष आईटी कंपनी के प्रबंधक हैं। आपको आगामी परियोजना के लिए नई भर्तियां करने का उत्तरदायित्व सौंपा गया है। आप पाते हैं कि सरकार द्वारा पारित किए गए नवीन मातृत्व कानून के आलोक में कंपनी ने महिला अभ्यर्थियों की भर्ती न करने का अकथित निर्देश दिया गया है। आप इसे अत्यधिक आपत्तिजनक पाते हैं और प्रबंधन के उच्च अधिकारियों से विरोध जताते हैं, लेकिन वे दृढ़ हैं क्योंकि वे सभी अनावश्यक व्यय में कमी करना चाहते हैं।

इस जानकारी के आधार पर, निम्नलिखित प्रश्नों का उत्तर दीजिए:

- इस स्थिति में हितधारकों और उनके हितों की पहचान कीजिए।
- वे धर्मसंकट क्या हैं जिनका ऐसी परिस्थिति में भर्ती प्रबंधक द्वारा सामना किया जा सकता है?
- आपके पास उपलब्ध विभिन्न विकल्प क्या हैं? आप किसका अनुसरण करेंगे और क्यों?

a) The present case study unravels the seemingly prevalent inhibition of employers preferring female workers over male workers.

The stakeholders involved in this case are:

1) Company: which tends to do cost cutting

and increase its profit, but is unwittingly ignoring half of the talent pool.

2) Manager: who is facing dilemma like situation deciding between self belief & principles of non-discrimination versus organisational policy.

3) female candidates: who are being discriminated against & are not getting their constitutional rights fulfilled.

4) General public & national interest: with increasing debate around lower female labour force participation, & HDI ranking, rational interest is also being subjugated.

5) Government: whose policies are being in a shady manner evaded through discrimination.

b) The recruiting manager is facing dilemma in going about hiring new

recruits:

1) I have to decide if to compromise ~~his~~^{my} own beliefs in equality, non-discrimination and what is in actual best interest of the organisation or to follow the prejudiced stand of the organisation against recruiting female employees.

2) The higher management whom I have approached too are not positively responding to my concerns. The dilemma is also regarding what course of action, I should choose.

c) The options available to me are:

1) Abide by the organizational instructions to not hire female candidates.

- 2) Quit the firm as it is against my ideals to abide by their instructions.
- 3) Report the incidence to State Women Commission & relevant NGOs or government authority in requisite order to ensure compliance.
- 4) Present a detailed analysis of employees of other successful companies in the same sector to press upon the need to go for impartial qualitative & merit-driven recruitment for achieving higher topline & bottomline for the company.

I would pursue firstly, the fourth option giving the management a statistical detailed analysis of employee patterns in successful firms to assure that impartial

recruitment policy is in best interest for the company. Still not getting positive response, I would follow proper institutional channel through 3rd option to escalate the matter to relevant government authority for the needful.

It is required because it being a top 17 firm in the country, if adopts such policy would set a wrong precedence for others to follow which will result in

- loss of opportunity access for female candidates.
- lower LFPR ratio for females in country.
- suffering company's growth, sector growth & national growth.

Being a responsible employee, I should act rationally & with intellectual competence to address this issue.

10. There has been a perceptible rise in the cost of healthcare services provided by private hospitals. In absence of adequate and quality government hospitals, people are forced to opt for private hospitals, especially for life threatening diseases and injuries. You recently visit one of your friends admitted in a famous private hospital. You found out that the hospital is charging a huge amount of money, which seems to be unreasonable. You confront the staff and ask them to explain the rationale behind such high charges.

Their response is that the charges are fair for the kind of services they are providing.

- (a) What are the ethical issues involved in this situation?
- (b) Given how other professions price their services, discuss the feasibility of capping the amount of fees charged by doctors and private hospitals.
- (c) How can the provision of quality services and need for profit be reconciled with society's interests in this case?

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निजी अस्पतालों द्वारा प्रदान की जाने वाली स्वास्थ्य सेवाओं की लागत में सुस्पष्ट वृद्धि हुई है। पर्याप्त और गुणवत्ता पूर्ण सरकारी अस्पतालों के अभाव में, लोग निजी अस्पतालों का विकल्प चुनने के लिए विवश हैं, विशेषकर जीवन के लिए खतरनाक बीमारियों और चोटों हेतु। आप हाल ही में एक प्रसिद्ध निजी अस्पताल में भर्ती अपने मित्र से मिलने जाते हैं। आपको पता चलता है कि अस्पताल बड़ी धनराशि वसूल रहा है जो आपको अनुचित या आवश्यकता से अधिक प्रतीत होता है। आप कर्मचारियों से बातचीत करते हैं और उनसे इस प्रकार के उच्च शुल्क के पीछे का तर्क समझाने के लिए कहते हैं।

उनकी प्रतिक्रिया यह है कि उनके द्वारा जिस प्रकार की सेवाएँ प्रदान की जाती हैं उसके लिए यह शुल्क उचित है।

- (a) इस स्थिति में जुड़े नैतिक मुद्दे क्या हैं?
- (b) यह देखते हुए कि अन्य व्यवसाय अपनी सेवाओं का मूल्य कैसे तय करते हैं, चिकित्सकों और निजी अस्पतालों द्वारा आरोपित शुल्क की राशि पर सीमा निर्धारित करने की व्यवहार्यता पर चर्चा कीजिए।
- (c) इस प्रकरण में गुणवत्ता परक सेवाओं के प्रबंध और लाभ की आवश्यकता का समाज के हितों के साथ सामंजस्य कैसे स्थापित किया जा सकता है?

a) The present case study projects a dismal picture of healthcare in the country with poor public infrastructure & unethical practices in private sector.

The ethical issues involved are:

- 1) Its against the professional ethics to overcharge patients, esp. when they have no option but to pay.
- 2) The poor, with limited resources, may not be able to meet the user charges in which case, it would be denial of right to life, & healthy living for them.
- 3) Private sector is exploiting the space due to lack of requisite infrastructure. This opportunistic act is ^{costing} paying heavily to the country's HDI & health state with over 70% out-of-pocket expenditure.
- 4) With denial of access to equal opportunities,

poor people are being pushed back to poverty.

5) It is in consonance with Gandhi's business without morality sin.

b) Government has been often regulating prices in social infrastructure :

1) In pharmaceutical sector, NELM exists under which prices of drugs & other medical equipments are being controlled.

2) In education sector, states like Delhi have come up with cap on private education institute's tuition fees.

3) In food sector & energy sector too, government is controlling prices through PDS & LPG DBT system.

In this respect, private hospitals & doctors too should be made to cap their fees.

- 1) Proper proprietary audit can be carried out by outside agencies.
- 2) Other provisions should be roped in through separating medicine disbursement & doctor charges in these hospitals.

c) There is a need for regulating this sector to ensure participation of private caregivers as well as protecting society's interest:

1) A revenue sharing model can be devised wherein subsidised services can be provided to needy with government compensating the private hospitals according to market rates.

2) PPP can be encouraged to augment infrastructure & better services while ensuring duly legitimate profits for private players.

3) Incentivising hospitals for providing care to the poor & needy in form of

some tax relief or other measure can
also be another option.

11. You are the District Magistrate in a district where a significant number of transgenders reside. While discrimination against the community is well known, commuters increasingly complain of harassment at their hands, especially at traffic junctions where transgenders are mostly involved in begging. This, at times, also leads to traffic management issues. You have received a number of complaints in this regard and have to act quickly to resolve it. However, a group of transgender associations argue that begging is their only source of livelihood.

Given the situation, answer the following questions:

(a) Describe the ethical issues involved in this case. Discuss the attitude of people towards transgenders in general and reasons for the same.

(b) What possible courses of action can be undertaken in such situations? Discuss their merits and demerits. 20

आप ऐसे जिले में जिला मजिस्ट्रेट हैं जहां ट्रांसजेंडर की बड़ी संख्या रहती है। यद्यपि इस समुदाय के विरुद्ध भेदभाव सुविदित है, तथापि यात्री उनके हाथों, विशेषकर यातायात जंक्शनों पर अधिकाधिक उत्पीड़न की शिकायत करते हैं, जहां ट्रांसजेंडर अधिकांशतः भीख मांगने में शामिल होते हैं। कभी-कभी, इससे यातायात प्रबंधन की समस्या भी पैदा होती है। इस संबंध में आपको कई शिकायतें मिली हैं और इसे हल करने के लिए शीघ्र कार्रवाई करनी है। हालांकि, ट्रांसजेंडर संघ के एक समूह का कहना है कि भीख मांगना उनकी आजीविका का एकमात्र स्रोत है।

इस स्थिति को देखते हुए, निम्नलिखित प्रश्नों का उत्तर दीजिए:

(a) इस प्रकरण में जुड़े नैतिक मुद्दों का वर्णन कीजिए। ट्रांसजेंडर लोगों के प्रति जनसामान्य के सामान्य दृष्टिकोण और उसके कारणों पर चर्चा कीजिए।

(b) ऐसी स्थिति में क्या संभव कार्रवाई की जा सकती है? उनके गुणों और अवगुणों पर चर्चा कीजिए।

- a) The present case brings to light the issues surrounding the transgender population which continue to be marginalised & earn their livelihood through engaging in begging & other unsustainable means.

The ethical issues involved in the case are:

- 1) Traffic management issues which need to be smoothen to ensure better public service delivery & people's interests being served.
- 2) Dealing with acts of begging which is ethically subjugating & socially demeaning.
- 3) The interests of the transgender community who are discriminated & denied a life of dignity and sustainable livelihood.
- 4) The society's interest too is at stake as until all entities of society are not mainstream, it would not lead to inclusive balanced development.

The attitude of transgender people towards transgender is apathetic in general. People are even scared of getting involved with them in any conversation. Transgenders

constitute only 1% of the labour force in the country which shows the level of discrimination as also the denial of basic rights to them.

The reason for the attitude of people can be:

- 1) People look down at transgenders as jinxed owing to religious prejudices.
- 2) As they live an outcaste life, society prefers to continue treating them the same.
- 3) With less awareness regarding the biological reasonings, people tend to stick to their own dogmas.

- b) The possible courses of action in this case are:
- 1) Allow the transgenders to beg at only certain traffic junctions where congestion would not happen much :

Merits: 1) Congestion at major arterial routes will be solved serving public concerns.

2) Livelihood opportunity through begging would not be denied to transgenders.

Demerits: 1) This is like shifting problem from one end to the other.

2) Begging is a social crime & should be dispensed with & not promoted.

2) Ban begging of transgenders at all traffic signals

Merits: 1) Traffic management would be smooth.

2) Begging as a social crime is also prevented from happening.

Demerits: 1) Transgenders will lose their only means of livelihood.

2) It will be against the image of administration as dispenser of justice.

3) It will dig a wider rift between society & the vulnerable transgender population.

3) Stop transgenders from begging, smoothen

traffic management & rehabilitate them

Merit: It solves the problem of traffic & begging.

a) Rehabilitating transgender community under various govt. scheme like PM Kaushal Vikas Yojana, skilling them for gainful employment will help them earn a living.

It will go a long way in mainstreaming them in the society & ending all discriminatory practices.

12. Mr. X is the head of an NGO working in the field of environment conservation and protection. He is in dire need of funds for the NGO's operations and payments to his staff. He is approached by an official of a large infrastructure company, who is ready to provide the required funding for the NGO. But, in a quid pro quo, he asks Mr. X to raise objections over the bypassing of Environmental Impact Assessment (EIA) norms in an ongoing PPP project through his NGO. This project is being implemented by a rival infrastructure company. Mr. X knows that there have been instances of high level corruption in the process of granting EIA to mega projects and the information provided by the official seems to be authentic. Hence, he accepts the money and agrees to raise the objection.

(a) Considering the circumstances of the case, is Mr. X correct in accepting the money? Give appropriate reasons for your answer.

(b) If you were in place of Mr. X, what would have been your course of action? Give reasons for it.

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श्री एक्स पर्यावरण संरक्षण और सुरक्षा के क्षेत्र में कार्यरत एक NGO (गैर सरकारी संगठन) के प्रमुख हैं। उन्हें NGO के संचालन और कर्मचारियों को भुगतान करने हेतु धन की अत्यन्त आवश्यकता है। एक बड़ी इंफ्रास्ट्रक्चर कंपनी का एक अधिकारी उनसे संपर्क करता है। कंपनी NGO के लिए आवश्यक फंड उपलब्ध कराने को तैयार है। लेकिन उसके बदले वह कंपनी यह चाहती है कि श्री एक्स अपने NGO के माध्यम से चल रही PPP परियोजना में पर्यावरण प्रभाव आकलन (EIA) मानदंडों की अवहेलना पर आपत्तियां उठाएं। यह परियोजना प्रतिद्वंद्वी इंफ्रास्ट्रक्चर कंपनी द्वारा कार्यान्वित की जा रही है। श्री एक्स को पता है कि बड़े प्रोजेक्ट्स के लिए EIA प्रदान करने की प्रक्रिया में उच्च स्तरीय भ्रष्टाचार के मामले सामने आए हैं और अधिकारियों द्वारा दी गई जानकारी प्रामाणिक प्रतीत होती है। इसलिए, वह धन स्वीकार कर लेते हैं और आपत्ति उठाने के लिए सहमत हो जाते हैं।

(a) प्रकरण की परिस्थितियों को ध्यान में रखते हुए, क्या श्री एक्स का धन स्वीकार करना सही है? अपने उत्तर के लिए उचित कारण दीजिए।

(b) यदि आप श्री एक्स के स्थान पर होते, तो आप क्या कदम उठाते? इसके कारण बताइए।

Ans.

a) Considering the facts of the matter & the authenticity of the facts, it could appear that Mr. X did a right thing as:

1) The cause for which he has taken money is legitimate & authentic

2) It is in his area of work, i.e. environment conservation that such news has come across & it's his professional duty to give a clear picture of the misappropriations happening in the sector.

3) He is in dire need of money as he has to make payments to his staff who along with their family are dependent on the NGO for their earnings & livelihood.

However, in a clear way, it's not ethical.

The reasons for the same are:

- 1) Means are equally important as the end. Obtaining money through wrong means even for right ends is not justified.
- 2) This is clear case of proxy acting of NGOs on behalf of vested interest, which is not again with a naive intention.
- 3) Mr. X is though responsible for his employees, but this is no legitimate excuse to resort to unethical ways of raising funds.

b).

Had I been in place of Mr. X, I would have chose the following course of action:

- 1) I would have declined the money offered by the infra. company.
- 2) At the same time, I would have asked the infra. firm to approach

proper channel for the grievance
redressal suggesting them ways through
whistleblower, media involvement, etc.

In this way, I would not have
relegated my duty of ignoring any
wrongdoing under my nose. And I
would also have incurred all possible
ways to bring the info. in public
domain for public good.

Working for the right cause, I
could have earned ways to raise fund
for my NGO legitimately. It could also
be through approaching infra.
company through legitimate route for
contracting out its CSR activity
through my NGO, if so willing.

This way I would have saved
myself from any wrongdoing & also
ensuring future prospects for my
employees.

13. You are a civil servant posted in a state where elections were recently held. The newly elected Chief Minister had promised to ban alcohol in several of his election campaigns as well as his election manifesto, which was widely praised and supported by women of the state. Fulfilling his electoral promise, the Chief Minister has ordered a blanket ban on the sale of alcohol in the state. Following the ban, concerns have been raised about the feasibility of the ban and whether the government should interfere in what is considered by many to be a matter of personal choice.

(a) Who are the stakeholders in this case and how are they affected by the ban?

(b) Is blanket ban on alcohol a feasible action?

(c) Identify the issues that may arise while enforcing the ban and the steps you will take to handle them, as a civil servant.

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आप एक ऐसे राज्य में सिविल सेवक के रूप में तैनात हैं जहाँ हाल ही में चुनाव हुए थे। नव निर्वाचित मुख्यमंत्री ने अपने कई चुनावी अभियानों के साथ-साथ चुनाव घोषणापत्र में शराब पर प्रतिबंध लगाने का वादा किया था, जिसकी राज्य की महिलाओं ने व्यापक रूप से प्रशंसा की थी और समर्थन दिया था। अपने चुनावी वादे को पूरा करते हुए, मुख्यमंत्री ने राज्य में शराब की बिक्री पर पूर्ण प्रतिबन्ध का आदेश दिया है। प्रतिबंध के बाद, प्रतिबंध की व्यवहार्यता पर प्रश्न उठाए गये हैं और क्या सरकार द्वारा शराब पर प्रतिबन्ध जिसे कई लोगों द्वारा व्यक्तिगत पसंद का विषय बताया गया है, उस मुद्दे पर हस्तक्षेप करना चाहिए।

(a) इस मामले में हितधारक कौन हैं और प्रतिबंध से वे किस प्रकार प्रभावित हैं?

(b) क्या शराब पर पूर्ण प्रतिबन्ध एक व्यवहार्य कार्रवाई है?

(c) एक सिविल सेवक के रूप में इन प्रतिबंधों को लागू करते समय उत्पन्न होने वाली समस्याओं की पहचान करें और उनसे निपटने हेतु आप क्या कदम उठाएंगे।

a)

The case study revolves around the social evil that alcohols presents & also the debate around its prohibition.

The stakeholders involved in the case are:

- i) The women : who would seemingly be positively affected by this ban with lesser domestic abuse, greater economic resources with family to spend productively.
- ii) Men : Those who drink will have to give it up. Those who don't would be content anyways with decreasing incidents of crime & accidents.
- iii) Government : The newly elected government would earn brownie-points if proper implementation happens.
- iv) General public interest : Which will benefit from lower incidence of alcohol abuse.
- v) Alcohol manufacturers & distributors : who'll suffer economic losses with this government's move.

b)

Blanket ban on alcohol has following pros:

- 1) It will reduce incidences of domestic violence
- 2) Will reduce road accidents caused by drunked driving
- 3) Will see reduction in crime rate.
- 4) Health indicators will improve.
- 5) Prolific expenditure can be ensured.

But it is not exactly feasible action as:

- 1) It will cause huge loss to the exchequer.
- 2) Prohibition will drive it underground which will be more difficult to catch.
- 3) People debating for right to privacy & freedom of choice stand against this move.

However, it is preferred with due care while implementation unless society is not adequately educated of the ills of its consumption.

C)

The issues that arise with the ban!

1) The trade may go underground!

As civil servant, I have to be more agile with law enforcement agencies strengthening their noose against any such inputs to fight against smuggling across borders, etc. Thus, greater vigil is required. Help of citizens & women in particular can be taken in this respect.

2) Convincing concerns around freedom of choice & privacy need to be addressed!

This can be done with proper awareness & education.

It is to bring to everyone's convincing knowledge that prohibition is a short term ban & step, while education is the long run, alone can deal with its abuse.

As a civil servant, I have to act in
best public interest to ensure prohibition
is implemented properly.

14. Regulation and procedure of human clinical trials vary from nation to nation. Stem cell research, as an emerging biomedical field, requires approval for human trials and encounters multiple challenges. You are the head of a team of scientists who developed a new Tissue Engineering system, which appears to be a promising means of regenerating heart tissue. Trials of the system have already been conducted on animals and yielded good results. Millions of people suffering from critical heart diseases would benefit immensely if this medication is immediately made available to them. However, you need to conduct human clinical trials before it could be commercialised. It is also known that the stringent regulatory environment in the country will mean that human trials and final approval will take many years before it is made commercially available. On the other hand, regulation of clinical trials in many poor countries is weak and quick approval is possible. Many of your competitors also resort to human trials in these countries, often bribing the officials for getting quick approvals.

Given this situation, answer the following questions:

- (a) Identify the ethical issues which arise during clinical trials.
(b) Given the above situation, would you prefer to shift human trials to a third country where regulations are lax? Give reasons in support of your choice.
(c) Suggest a framework of standard procedure to minimise ethical conflicts and speed-up the approval process of new medicines.

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मानव पर नैदानिक परीक्षण (clinical trials) के विनियम और प्रक्रियाएं राष्ट्र दर राष्ट्र भिन्न हैं। एक उभरते बायोमेडिकल क्षेत्र के रूप में स्टेम सेल शोध के लिए मानवीय परीक्षणों हेतु स्वीकृति की आवश्यकता होती है और इसे चुनौतियों का सामना करना पड़ता है। आप वैज्ञानिकों के एक दल के नेतृत्वकर्ता हैं जिन्होंने एक नई टिशू इंजीनियरिंग सिस्टम विकसित किया है जो हृदय के उत्तकों (टिशूज) को पुनः पैदा करने हेतु आशावान साधन नजर आता है। इस सिस्टम का पहले ही जानवरों पर परीक्षण किया जा चुका है और उसके अच्छे परिणाम मिले हैं। गंभीर हृदय रोगों से जूझते लाखों-लाख लोगों को इसे अत्यधिक लाभ होगा यदि यह इलाज उनके लिए शीघ्र उपलब्ध करा दिया जाता है। हालांकि इसके वाणिज्यीकरण से पूर्व मानव पर नैदानिक परीक्षण करने की आवश्यकता होती है। यह भी ज्ञात है कि इसके वाणिज्यिक रूप से (बाजार में) उपलब्ध होने से पूर्व देश में विनियमन संबंधी कठोर वातावरण के कारण मानवीय परीक्षण और अंतिम स्वीकृति में वर्षों लग जाएंगे। वहीं दूसरी ओर बहुत से गरीब राष्ट्रों में नैदानिक परीक्षण सम्बन्धी विनियमन ढीले हैं और शीघ्र स्वीकृति संभव है। आपके बहुत-से प्रतिद्वंद्वी भी नैदानिक परीक्षण हेतु प्रायः ऐसे राष्ट्रों का रुख करते हैं जहां वे अधिकारियों को रिश्वत दे कर शीघ्र स्वीकृति प्राप्त कर लेते हैं।

दी गई परिस्थिति के अनुसार निम्नलिखित प्रश्नों के उत्तर दीजिए:

- (a) नैदानिक परीक्षण के दौरान उभरने वाले नैतिक मुद्दों की पहचान कीजिए।
(b) दी गई उपर्युक्त परिस्थिति में, क्या आप मानवीय परीक्षणों को किसी तीसरे देश में स्थानांतरित करना पसंद करेंगे जहां विनियमन ढीले हैं? अपने चयन हेतु कारण दीजिए।
(c) नैतिक संघर्ष को कम करने एवं नई दवाइयों हेतु स्वीकृति की प्रक्रिया को तीव्र करने के लिए मानक प्रक्रिया का एक प्रारूप सुझाइए।

Ans. a) The ethical issues involved are:

1) Treating human life as means rather than end for self-interest & profit.

2) Ecological concerns are important & climate, genetic factor of different regions may vary with respect to trial results. The same should not be overlooked to just pass the trial formality,

3) Human lives are precious & equal, no matter of what nationality they are.

b). Shifting trials to other country would be grossly wrong. Reasons for the same are:

① Laws may be lax, but human lives are no less important, no matter where they are of.

② Ends are equally important as means.
Ignoring means can never be ethically
sound decision

③ It is a conflict between lives of people
in poor countries vs. larger population's
interest, but every life is an embodiment
of humanity which cannot be sacrificed
at the altar of saving other lives, that too
without sufficient proof enough.

C). A standard framework can be:

1) A proper transparent regulation should
exist for clinical trials both nationally
& internationally.

2) Informed consent should be mandatory
in all aspect & proper awareness &
education should be ensured in an

institutional manner.

3) The same should be expedited on a graded scale of priority to ensure diseases of higher magnitude be given more preference.

