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GENERAL STUDIES (TEST CODE : 760)

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Medium Hindi/Eng.	Eng	Registration Number	14038
Center	O.R.N	Date	26/11/16

INDEX TABLE

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

Total Marks Obtained:

Remarks:

INSTRUCTIONS

- 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 HINDI and ENGLISH. इसमें चौदह प्रश्न हैं तथा हिन्दी और अंग्रेजी दोनों 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 मिलेंगे।
- 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 is not more than 150 words each.

1. (a) Celebrities are paid huge amounts by companies for endorsing products that at times turn out to be harmful for the consumers. Examine the ethical dimensions involved in such instances. 10

विज्ञापन के लिए सेलेब्रिटीज (ख्यातिप्राप्त व्यक्ति) को ऐसे उत्पादों के कंपनियों द्वारा मोटा भुगतान किया जाता है जो कई बार उपभोक्ताओं के लिए हानिकारक होते हैं। ऐसे दृष्टान्तों से जुड़े नैतिक आयामों का परीक्षण कीजिए।

Celebrities are widely used for marketing of products as they have a power of persuasion and social recognition. The ethical issues involved are:-

- i) They are celebrities and they are followed for their recognition in society. Their responsible behaviour will have a positive impact on society.
- ii) While advertising, sometimes false data or incomplete information is endorsed by them. This leads to dishonesty with society, breach of social trust.

- iii) Most of the products are not used ~~to~~ by them and still they falsely claim the opposite in advertisements.
- iv) With greater recognition in society, comes greater expectation of a responsible behaviour.
- v) Their advertisements have a huge demonstration effect. This sometimes cultivates unhealthy habits etc. For eg- promotion of noodles with MSG, high sugar content in soft drinks etc.
- vi) Sometimes it leads to racial challenges too For eg- promotion of fair cremes etc.

1. (b) Lack of cleanliness in urban areas despite schemes such as the Swachh Bharat Abhiyan point to difficulties faced in bringing about attitudinal and behavioural changes. Discuss. 10

स्वच्छ भारत अभियान जैसी योजनाओं के बावजूद शहरी क्षेत्रों में साफ-सफाई का अभाव वस्तुतः लोगों की सोच के साथ-साथ उनके व्यवहार को परिवर्तित करने में सामना की जाने वाली कठिनाइयों को इंगित करता है। चर्चा कीजिए।

Attitudes are developed with previous experiences, knowledge, social media & relations etc. There is a close relationship of attitude with behaviour of a person. Our attitude shapes our behaviour which is seen in our actions.

~~For bringing long lasting behavioural change~~

Success of Swachh Bharat Abhiyan will depend upon ability of people to change their habits. We all like a clean

and healthy environment but still we find it difficult to change our habits.

This ~~at~~ change in attitude and our behaviour requires legal force like SBA but also needs a social revolution.

To cultivate a culture of cleanliness, we ~~to~~ require awareness to give them knowledge, using social relations etc to bring a change in our habits.

2. (a) Issues around economic inclusion are not just about income gaps, there are many dimensions of moral and ethical choices as well. Discuss. 10

आर्थिक समावेशन से जुड़े मुद्दे केवल आय अंतराल से संबंधित नहीं हैं, बल्कि इसमें नैतिक और आचारीय चयन के कई आयाम भी हैं। चर्चा कीजिए।

Economic inclusion is a process of including all sections of society in economic growth and development. However, exclusion is a multidimensional concept. Moral and ethical choices involved are:-

- i) The exposure of life styles of high income group creates a demonstration effect in excluded ~~people~~ people. This breeds frustration and also may lead to anti-social feelings.
- ii) A culture of consumerism leads to commodification of human relations. This reduces man to just as consumer.

- iii) ~~These~~ economic gaps results into social exclusion and denial of equal moral worth of life.
- iv) Lower ^{strata} people are generally excluded from various public places too like - poor children are denied admission into hotels etc. This creates 'gated communities' and fuels feelings of exclusion and ignorance.

- (b) Socially and economically marginalized women are used to make a profit, often at the cost of their own health and reproductive autonomy, in the name of commercial surrogacy. Discuss the ethical issues associated with commercial surrogacy in India. Should commercial surrogacy be completely banned?

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सामाजिक और आर्थिक रूप से हाशिए पर रहने वाली महिलाओं का वाणिज्यिक सरोगेसी के नाम पर, अक्सर उनके स्वास्थ्य और प्रजनन संबंधी स्वायत्तता की कीमत पर, लाभ कमाने के लिए उपयोग किया जाता है। भारत में वाणिज्यिक सरोगेसी से जुड़े नैतिक मुद्दों पर चर्चा कीजिए। क्या वाणिज्यिक सरोगेसी पर पूर्ण प्रतिबंध लगा दिया जाना चाहिए?

Ethical issues involved in surrogacy.

- i) surrogacy for commercial purpose is akin to sale of human organs.
- ii) ~~The~~ The relationship between a mother and child is exploited for commercial benefit.
- iii) The ^{surrogate} mother will ~~to~~ have feeling for the baby but still can't claim any right over child.
- iv) Even the child have a right to ~~adequate~~ a loving familial environment which can't be assured in these cases many times.

- v) Sometimes surrogate mother has to go for operations and has health risk too.
- vi) It violates Kantian philosophy as no human being can be an ^{an means} ~~end~~ for other person.

However, ~~concern~~ surrogacy can be a ray of hope for those parents who ~~may~~ ^{are} not be able to conceive due to medical problems. In such cases, altruistic surrogacy should be allowed without any economic benefit. This position is also maintained in ~~the~~ surrogacy bill.

3. (a) While discussing the ethical issues that journalists face on a regular basis, examine the causes of increased sensationalism in news media in recent times.

10

पत्रकारों द्वारा नियमित रूप से सामना किये जाने वाले नैतिक मुद्दों पर चर्चा करते हुए, हाल के दिनों में समाचार जगत में अधिक से अधिक सनसनी फैलाने के कार्य के कारणों का परीक्षण कीजिए।

Journalism is a profession of great respect and legitimacy. It is regarded as the fourth pillar of democracy. However it involves certain ethical issues like:-

- i) Conflict of Interest: For a journalist private interest is to increase the ~~profit~~ popularity of media but it can come at cost of public interest. For eg- sensationalisation can also lead to social unrest.
- ii) Due to media highlighting, political leaders resort to populist politics without considering law and order situation for eg- defying SC order in ^{inter state} water disputes to gain political mileage

- iii) Sometimes media leads to attack on privacy of individuals
- iv) Media has been used for false propaganda, electoral malpractices like paid news etc

These challenges integrity of journalism as whole. Causes:-

- greater sensitisation means higher TRPs
- This boosts their viewership and hence increases their profitability
- Greater sensitisation also leads to further events which gives them more issues and hence maintain their viewership etc.

(b) What are the various sources through which humans can judge the correctness of their actions? In the context of public life discuss how these sources are important in offering a clear and practical guidance. 10

वे विभिन्न स्रोत क्या हैं जिनके माध्यम से मनुष्य अपने कृत्यों के औचित्य का परीक्षण कर सकता है? चर्चा कीजिए कि सार्वजनिक जीवन के संदर्भ में स्पष्ट और व्यावहारिक मार्गदर्शन प्रदान करने में ये स्रोत किस प्रकार महत्वपूर्ण हैं?

Humans can judge their actions by following ways:-

- a) They must conform to the law of the land and hence should not be illegal.
- b) ~~It must adhere to~~ values like honesty, truthfulness, integrity, impartiality etc
- c) It should benefit greater number of people
- d) Our human conscience i.e. inner moral judge should be satisfied
- e) In case of conflict of interest, public/professional interests must always be above personal interests.

In public life :-

decision making becomes easier if values are clear to us. Hence

- The Constitution, code of conduct, rules, procedures established can be applied to make a correct decision.
- In case of discretion, our value system, organisational values can be a guide to our actions.

4. (a) Should a person resort to leaking of information in case of wrongs done in the organization? Does it cause a conflict of interest between the personal, organizational and societal spheres? Discuss with examples. 10
- क्या संगठन में की गई गलतियों के संबंध में व्यक्ति को सूचना लीक करनी चाहिए? क्या यह व्यक्तिगत, संगठनात्मक और सामाजिक क्षेत्रों के बीच हितों का टकराव पैदा करता है? सोदाहरण चर्चा कीजिए।

In case of wrongs done in the organization, priority should be to use proper institutional measures if available to uncover the wrong done. If no such system is available, then for greater good of both society and organisation, person can go for whistleblowing.

Prima facie, it can look as a conflict of interest but for long term interest of personal, society and even organisation this act will prove to be good.

For eg- in Vyapam case where wrongdoings were exposed in

recruitment.

Now as a corrective measure, this will lead to plugging of loopholes and a ~~strong~~ robust recruitment system to prevent any such act in future. The whistleblowers have created a good example and also restored legitimacy of the institution.

- (b) Competition, it is argued, spurs the best of performance, however, can it also instigate cheating and unethical behaviour? Discuss with adequate examples.

10

यह तर्क दिया जाता है कि प्रतियोगिता सर्वोत्तम प्रदर्शन की प्रेरणा देती है, लेकिन क्या यह धोखाधड़ी और अनैतिक व्यवहार के लिए भी प्रेरित कर सकती है? पर्याप्त उदाहरणों के साथ चर्चा कीजिए।

Competition, if healthy can lead to motivation of people and development of skills and talents to achieve operational efficiency. For eg - Competition from private sector has reformed and improved work ethics of public sector banks too.

However unhealthy competition will lead to malpractices in every sphere as it creates undue pressure to perform. For eg - The ERCON company faced closure due to unethical practices in their staff persons. This was due to their policy of compulsory

Lay off of bottom 20% of workforce.
This cut throat competition lead
to mal practices like data
forging etc.

Similarly, sportsperson resort to
illegal use of drug in their
race to win medals etc.

5. (a) "A person may cause evil to others not only by his actions but by his inaction, and in either case he is justly accountable to them for the injury". Explain the statement giving one example each from personal and public life.

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"व्यक्ति न केवल अपने कार्यों द्वारा, बल्कि अपनी निष्क्रियता द्वारा भी दूसरों को क्षति पहुंचा सकता है, और दोनों ही स्थितियों में हुए नुकसान के लिए वह उनके प्रति उचित रूप से जवाबदेह होता है।" व्यक्तिगत और सार्वजनिक जीवन से एक-एक उदाहरण देते हुए इस कथन की व्याख्या कीजिए।

Our ~~di~~ Man is a social animal and ~~his~~ he/she plays many roles in their lives for eg as a son, daughter, brother, professions etc. His action/ inaction can have ~~serio~~ consequences for all of them. If he performs good functions, he will bring glory and proud to them. Conversely bad actions will invite defamation.

for eg- suppose a ~~wage~~ ~~sole~~ ~~bread~~ ~~earner~~ sole bread earner for a family doesn't take medicine and falls seriously ill and loses daily wage for many days. In this case

his inaction to take medicine has impacted lives of other family members too.

Similarly in public life, if a police officer fails to take action, situation can escalate to law and order problem, can ~~cost~~ cost many lives etc. For eg. in Muzaffarnagar Riots, police failed to take action in initial stages which later turned into full scale riot and cost many lives.

- (b) "A people that values its privileges above its principles soon loses both." What does this quotation mean to you? Explain with an example. 10

"वे लोग जो अपने सिद्धांतों की तुलना में अपने विशेषाधिकारों को महत्व देते हैं, शीघ्र ही दोनों को खो देते हैं।" आपके लिए इस उद्धरण का क्या अर्थ है? उदाहरण सहित व्याख्या कीजिए।

6. Instances of atrocities against dalits despite stringent legal measures point to the fact that the problem is not one of legality only but a matter of entrenched social prejudices and attitude. In this context suggest some effective measures to address the issue holistically. 10

कठोर कानूनी उपायों के बावजूद दलितों के विरुद्ध अत्याचार के विभिन्न उदाहरण इस तथ्य को इंगित करते हैं कि समस्या केवल कानूनी नहीं है अपितु यह दृढ़ सामाजिक पूर्वाग्रहों और अभिवृत्ति का मामला है। इस संदर्भ में मुद्दे के समग्र समाधान के लिए कुछ प्रभावी उपायों का सुझाव दीजिए।

A comprehensive and holistic view is required to bring changes in attitude of people. This requires sustained efforts:-

- i) Making ^{Dalits} ~~people~~ aware of their rights and safeguards. Also warning other people of stringent action.
- ii) Empowering them so that they genuinely feel equality of opportunity.
- iii) Promoting community participation and team building exercises. This will promote social harmony.

- iv) Dalits must be inspired and must be instilled with confidence. This can be done by showing them examples in our society like Kalpana Saroj, a Dalit and women who is a successful entrepreneur.
- v) Extensive use of social media, NGO's, local media etc to prevent this menace
- vi) This requires, a scientific study and interpretation of religious texts to show that such acts are invalid by any religion.

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

10

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

Anonymity in civil services deals with moving away from media highlighting for your work. In a democracy, bureaucracy should maintain anonymity to maintain a distance from political factions and to make an impartial decision.

- Anonymity and neutrality are important as bureaucracy is required to give best non partisan policy recommendation to political leaders.

- Bureaucracy is a permanent feature

of executive and governments are chosen by elections and change generally.

- Anonymity & Neutrality are necessary for making objective and honest decisions, to maintain integrity of institution and work constantly for public service.

8. Prescription of dresscode for women not only violates their liberty but also reflects outdated views on gender relations as well as proper conduct.
Comment.

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महिलाओं के लिए ड्रेसकोड का विधान न केवल उनकी स्वतंत्रता का उल्लंघन करता है, अपितु यह लैंगिक संबंधों और साथ ही उचित आचरण संबंधी दकियानूसी विचारों को भी प्रदर्शित करता है। टिप्पणी कीजिए।

Prescription of dresscode only for women is against the principle of equality. This is a case of discrimination based on gender.

In today's modern world, ~~such~~ a person should be judged by 'content of its character' as said by Martin Luther King and not on basis of caste, gender, class, ~~race~~.

Imposing dresscode on women also restricts their freedom of choice. Wearing a dress is a personal choice which can't be imposed on anyone.

Such views perpetuates conservative ideas and hence illegitimately attacks choices of women.

Instead of restricting their choices, it is required to increase their participation in decision-making. This will genuinely help in empowerment of women and build an egalitarian society.

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

9. You are DM of a very poor district in the hinterland of India. It has come to your notice that manual scavenging is widely prevalent in the district even though the new law prohibits manual scavenging in any form. Upon enquiry, you have found that the number of manual scavengers has been reported to be very low, however, hundreds of dry latrines in the district depict a different picture. You have also noticed two more important trends: first, most of the manual scavengers are Dalits, and second, in many of the cases they themselves go to the houses and request the owners to clean their toilets manually, as it would provide monetary benefits. The entire district administration has been criticized by the media and there is political pressure on you to manipulate the data in a way that it shows less number of manual scavengers in the district. Based on the given information answer the following:
1. Identify the ethical issues associated with manual scavenging.
 2. List the options available to you in the given case. Evaluate the merits and demerits of each.
 3. Discuss some feasible steps that you can take to control this serious problem.

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आप भारत के अंदरूनी क्षेत्र में एक बहुत-ही पिछड़े जिले के डी.एम. हैं। आपको यह पता चला है कि नये कानून द्वारा किसी भी रूप में मैला ढोने की प्रथा पर प्रतिबंध लगाए जाने के बावजूद जिले में यह व्यापक रूप से प्रचलित है। पूछताछ करने पर आपको ज्ञात होता है कि मैला ढोने वालों की संख्या बहुत कम बताई गई है, जबकि जिले में सैकड़ों शुष्क शौचालय अलग ही तस्वीर प्रस्तुत करते हैं। आप दो अन्य महत्वपूर्ण प्रवृत्तियों का भी अवलोकन करते हैं: पहला, अधिकांश मैला ढोने वाले दलित हैं और दूसरा, कई प्रकरणों में वे स्वयं घरों में जाते हैं और गृहस्वामियों से उनका शौचालय हाथ से साफ करने का अनुरोध करते हैं, क्योंकि इससे मौद्रिक लाभ होगा। संपूर्ण जिला प्रशासन की मीडिया द्वारा आलोचना की गई है। इस कारण आप पर आंकड़ों में इस प्रकार से हेरफेर करने का राजनीतिक दबाव है जिससे जिले में मैला ढोने वालों की कम संख्या का पता चले। दी गई जानकारी के आधार पर निम्नलिखित का उत्तर दीजिए:

1. मैला ढोने से संबद्ध नैतिक मुद्दों को चिन्हित कीजिए।
2. दिए गए प्रकरण में आप स्वयं के लिए उपलब्ध विकल्पों को सूचीबद्ध कीजिए। प्रत्येक विकल्प के गुणों-अवगुणों का मूल्यांकन कीजिए।
3. आपके द्वारा इस गंभीर समस्या को नियंत्रित करने के लिए उठाए जा सकने वाले कुछ व्यावहारिक कदमों की चर्चा कीजिए।

Manual scavenging is legally banned in our country and the law also provides for their rehabilitation.

On moral grounds, the act is completely inhuman and it should be eradicated completely as it leads to worst forms of exploitation of human life.

The stakeholders involved are - manual scavengers, district administration, political leaders, society in general, media etc

I. The case involves following ethical issues:-

- i) dereliction of duty, poor implementation of law by bureaucracy

- ii) The act of manual scavenging challenges notion of equality, denial of rights to Dalits etc
- iii) ~~sa~~ challenges for leadership to make correct decision in wake of political pressure, media pressure and the cause of scavengers
- iv) The issue also involves caste based exploitation as mostly Dalits are employed. This is a legal offence and shows casual attitude of authorities.

II
a) give manipulated data

Merits:-

- Political leaders are satisfied
- Will save district personnel

• Demerits:-

- Exploitation will continue as nothing constructive will be done to prevent scavenging.
- Media will escalate the matter, this will bring much criticism.

b) Take strict action against concerned officers.

Merits:-

- They should be charged as they failed in their duties.
- Can help in effective implementation of the act as others will also fall in line.
- This quick action can be a face saving device for politicians.

Demerits:-

- The root cause remains as it is

c) Conduct an impartial comprehensive enquiry and take steps accordingly

Merits:-

- Correct figures will come out to determine the scale of challenge
- Strict disciplinary action can be taken against those involved
- Rehabilitation of manual scavengers involved
- Media can be used to share this as success story
- will benefit society and promote social inclusion

Demerits:-

- Time consuming

However this seems to be the most promising option.

III. Steps that can be taken :-

- a) Using SBA, labour from MGNREGA, conversion of all latrines into wet-flush latrines.
- b) For rehabilitation of manual scavengers, skilling should be done under various schemes like PM Kaushal Yojana, Standup India etc.
- c) Use of local communities, Strengthening of Gram Sabha etc to create awareness
- d) Use of local media, NGO's, local student campaigns etc to bring change in attitude of people.

10. You are SP of a district where the use of drugs is prevalent, especially among the youth. The neighbouring districts are also suffering from the same problem. There is a huge hue and cry in the national media about the drug issue and the government and political parties are pressurising the police and district administration to act on the issue. A big deal of drugs is busted by the police in your area and all the culprits have been arrested. However, even before you reach your office, a minister from the ruling party of the state calls and asks you to release few of the culprits. You have long suspected the role of many senior leaders in this drug menace of the state. You have also been informed by your juniors that a few officers who dared to act against people involved in drug dealings were transferred or suspended on wrong charges earlier.
1. Identify the options available to you.
 2. Evaluate the pros and cons of each of your options.

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आप एक ऐसे जिले के एस.पी. हैं जहां मादक पदार्थों का व्यापक उपयोग होता है, विशेष रूप से युवाओं के बीच यह सर्वाधिक प्रचलित है। पड़ोसी जिले भी इसी समस्या से ग्रसित हैं। मादक पदार्थों से जुड़े मुद्दे के संबंध में राष्ट्रीय मीडिया में हायतौबा मची है और इस मुद्दे पर कार्रवाई करने के लिए सरकार और राजनीतिक दल पुलिस एवं जिला प्रशासन पर दबाव डाल रहे हैं। आपके क्षेत्र में मादक पदार्थों की एक बड़ी डील का पुलिस द्वारा भंडाफोड़ किया जाता है और सभी अपराधियों को गिरफ्तार कर लिया जाता है। हालांकि, इससे पहले कि आप अपने कार्यालय पहुंचते, राज्य के सत्तारूढ़ दल का एक मंत्री आप को बुलाता है और कुछ अपराधियों को छोड़ने के लिए कहता है। आप लंबे समय से राज्य में मादक पदार्थ से जुड़े इस खतरे में कई वरिष्ठ नेताओं की भूमिका पर संदेह करते रहे हैं। आपको, आपके कनिष्ठों द्वारा सूचित किया जाता है कि मादक पदार्थों की डीलिंग में सम्मिलित लोगों के विरुद्ध कार्रवाई करने का साहस जुटाने वाले कुछ अधिकारियों को पूर्व में गलत आरोपों में स्थानांतरित या निलंबित किया जा चुका है।

1. स्वयं के समक्ष उपलब्ध विकल्पों की पहचान कीजिए।
2. अपने प्रत्येक विकल्पों के पक्ष-विपक्ष का मूल्यांकन कीजिए।

Use of drugs is a punishable offence and it becomes a duty and responsibility of district administration to prevent such cases.

~~However~~^{also}, it becomes a social and moral crimes and even in DPSP Art-47 calls for state to prevent people from taking intoxicating substances.

The case involves local police, minister in power, drug addict, society in general.

1. Options available:-
 - (I.) Release few culprits
 - Minister will be happy ^{and} can favour me in my future career

- As some of them are arrested, action against them will pacify media

Demerits:-

- It is unethical, dishonest decision. I will be shying away from my duty. This will lower the morale of my team
- Addicts released without any action will continue on same track
- Laws are equally applicable for all (Art 14). I will be violating my Constitution
- Maintaining integrity of is my responsibility which fails in this option

II. Will delegate matter to my seniors.

Merits:

- They can tackle political pressure in much better way
- They can take a prudent and more experienced course of action

Demerits:

- Not necessary ~~as~~ that right action will be taken
- Will challenge my role as SP and can deteriorate my career

III. Take strict action against the caught addicts, take my seniors into confidence to tackle political pressure, use media to highlight the case.

Steps to rehabilitate drug addicts as per the law.

Pros:-

- Rule of law is maintained
- Media will give publicity and hence can have a positive effect on society
- ~~Seniors~~ th
- As seniors are taken on board, I will get due support from them.
- Beneficial for drug addicts as there are provisions for their rehabilitation
- Boost morale of administration

Cons:-

- It may invite strict action against myself by the minister

However this decision is honest, provides good example of leadership, decision making is objective in

this case.

11. You are the manager of a small hotel which maintains high standards of ethics in dealing with its customers. One day a person comes to your hotel and enquires about booking a room at your hotel. However, due to peak season, all rooms were already booked and hence the staff politely informed him about the unavailability. The person, however, was adamant and took this as a personal insult and started misbehaving with the staff present at the counter. Citing his political connection he also threatened the staff of severe consequences. Next day the person lodged a frivolous complaint with the police under the stringent SC/ST act. In his complaint he accused you and your staff of insulting him deliberately on the basis of his caste. He insisted further that he was denied a room at your hotel due to the caste he belongs to.

1. What are the options available to you?
2. Evaluate each of these options and choose the option which you would adopt, giving reasons.

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आप एक छोटे से होटल के प्रबंधक हैं जिसका अपने ग्राहकों से व्यवहार का उच्च नैतिक मानक है। एक दिन एक व्यक्ति आपके होटल में आता है और आपसे होटल में कमरा बुक करने के संबंध में पूछताछ करता है। हालांकि, पीक सीजन होने के कारण सभी कमरे पहले से ही बुक हैं और इसलिए कर्मचारी विनम्रता पूर्वक उसे अनुपलब्धता के संबंध में सूचित करता है। लेकिन वह व्यक्ति हठी था और इसे व्यक्तिगत अपमान के रूप में ले लेता है और काउंटर पर उपस्थित कर्मचारियों के साथ दुर्व्यवहार पर उतर आता है। अपने राजनीतिक संबंधों का हवाला देते हुए वह कर्मचारियों को गंभीर परिणाम की धमकी देता है। अगले दिन वह व्यक्ति कठोर एस.सी./एस.टी. अधिनियम के तहत पुलिस के पास ओछी शिकायत दर्ज करवाता है। अपनी शिकायत में वह आप पर और आपके कर्मचारियों पर अपनी जाति के आधार पर जानबूझ कर अपमान करने का आरोप लगाता है। वह आगे कहता है कि वह जिस जाति से संबंध रखता है, उसके कारण उसे आपके होटल में कमरा देने से मना किया गया था।

1. आपके समक्ष उपलब्ध विकल्प क्या हैं?
2. इनमें से प्रत्येक विकल्प का मूल्यांकन कीजिए और स्वयं द्वारा चुने जाने वाले विकल्प का कारण बताइए।

Our legal structure provides certain safeguards for historically disadvantaged & section of society like- Dalits, tribals etc. However, it becomes duty of administration to see that such acts are used only in appropriate cases, otherwise it can have serious consequences for social harmony.

The case involves myself, my staff members, police authorities, complainant.

1. Options :-

- a) Co-operate with police and explain them the situation

b)

Options:-

- a) File a counter complaint using Staff members.

Merits:

- Can help in negotiating the matter
- ~~can~~ can help in ^{preventing} police taking wrong action

Demerits:-

- The person will go unpunished and won't realize his mistake
- Using staff as scape goat can lower the morale

- b) Cooperate with police and try to do away with matter.

Merits:-

- will save my time and issue won't escalate

- My apology will pacify the person.

Demerits:-

- against my self-esteem to apologize without being wrong.
- will set a wrong example
- The real culprit will remain adamant and continue with his behaviour

(c) Explain situation to police, escalate matter to senior police officers and file a complaint against the person.

Merits:-

- I will show the booking records, CCTV footage to help them investigate.

- The police will take action against the real culprit. He will get disciplined and mend his attitude
- will boost the morale of my staff team

This should be the correct course of action. This will show the qualities of effective leadership in staff, ~~as~~ will benefit society ~~as~~ in general as these people who try to misuse legal safeguards should be punished.

12. You are the Health Secretary in a state where there is an outbreak of dengue and chikungunya diseases. There have been reports of negligent attitude of some private hospitals in the city. Also, the public hospitals do not have the required infrastructure and staff to meet such increased number of cases in a short span of time. Additionally, the staff is demoralised by the increased working hours and the public outrage. Despite the efforts of the local authorities this issue emerges year after year.

1. What are the immediate steps which should be taken in such a situation?
2. Suggest some long term measures to ensure that such a situation is not repeated.

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आप एक ऐसे राज्य में स्वास्थ्य सचिव हैं जहां डेंगू और चिकनगुनिया रोगों का प्रकोप है। शहर में कुछ निजी अस्पतालों के उपेक्षा भरे रवैये की भी सूचना है। इसके साथ ही, सरकारी अस्पतालों में इतने कम समय में इन मामलों की इतनी बढ़ती संख्या का सामना करने के लिए आवश्यक अवसंरचना और कर्मचारी नहीं है। इसके अतिरिक्त, कर्मचारी काम के घंटे में वृद्धि और जनता के आक्रोश से हतोत्साहित हैं। स्थानीय प्राधिकरणों के प्रयासों के बावजूद यह समस्या वर्ष दर वर्ष बढ़ती जा रही है।

1. ऐसी स्थिति में उठाये जा सकने वाले तत्कालिक कदम क्या होंगे?
2. यह सुनिश्चित करने के लिए कि ऐसी स्थिति की पुनरावृत्ति न हो, कुछ दीर्घकालिक उपायों का सुझाव दीजिए।

The above issue highlights a challenge for leadership. A leader must make use of all resources efficiently - in this case private and public hospitals. At the same time strict action must be taken against private hospitals too who don't give attention to their responsibilities.

Another challenge is to boost the morale of staff and motivate them to ~~be~~ perform.

Immediate Steps:-

1. Take stern and quick action against those private hospitals who show negligent attitude
2. Extensively using media to

instill confidence ~~so~~ among people and inform them the action taken,

This will have a disciplinary effect.

3. Will ask for ~~greater~~ ^{more} resources, seek help from neighbouring regions.

4. Regularly visiting hospitals and prepare a monitoring team

5. Will provide security to hospitals and staff to prevent any public outrage

6. Use all my efforts and resources to prevent any hinderance in treatment like availability of medicines, drugs, equipments etc

7. Strengthening local bureaucracy and subordinate staff to help tackle this challenge.

II. Long term measures:-

- a) Proper land use planning, civil reconstruction to prevent water logging
- b) The ground staff to be deployed for all months to keep a check and impose fines on those violating the norms
- c) Prepare a comprehensive plan to revamp hospital ~~and~~ infrastructure to cater to these incidents in future.

- d) Prepare a Standard Operating Procedure (SOP) to be followed by all hospitals- public and private with strict accountability.
- e) Community awareness to bring a change in attitude of people.
- f) Using social media, preparing a platform for voluntary contribution by youth in ~~shaking cases~~ tackling any challenge in future.
- g) Studying past history to figure out high risk areas and make plans accordingly.

13. As a Forest Officer, you are receiving increasing complaints of certain animals ruining the farms and causing damage to crops. This is creating an undue financial burden for the farmers who are in deep distress because of the uncontrolled damage. Consequently, the farmers are demanding you to put forward a request for culling of animals. You are an animal lover and against culling of animals. You had made efforts to control the menace but the population of animals has increased beyond the managing capacity.
1. What are the options available to you? Evaluate each of these options and choose the option which you would adopt, giving reasons.
 2. Also suggest some long term measures to ensure that such a situation is not repeated.

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एक वन अधिकारी के रूप में, आपको कुछ जानवरों द्वारा खेतों को बर्बाद करने और फसलों को क्षतिग्रस्त करने की बढ़ रही शिकायतें मिलती हैं। यह ऐसे किसानों पर अनुचित वित्तीय बोझ डाल रहा है जो अनियंत्रित क्षति के कारण गहरे संकट में हैं। परिणामस्वरूप, किसान जानवरों को मारने के लिए आपसे अपने वरिष्ठों से अनुरोध करने की मांग कर रहे हैं। आप पशु प्रेमी हैं और जानवरों को मारने के विरुद्ध हैं। आप उक्त समस्या को नियंत्रित करने का प्रयास कर चुके हैं, लेकिन जानवरों की आबादी प्रबंधन क्षमता से अधिक बढ़ गई है।

1. आपके समक्ष उपलब्ध विकल्प क्या हैं? इन उपलब्ध विकल्पों में से प्रत्येक का मूल्यांकन कीजिए और बताईए कि आप किस विकल्प को चुनेंगे। अपने उत्तर के पक्ष में तर्क दीजिए।
2. इसके साथ ही यह सुनिश्चित करने के लिए कि ऐसी स्थिति की पुनरावृत्ति न हो, कुछ दीर्घकालिक उपायों का सुझाव दीजिए।

The case involves ethical dilemma of clash of personal values with work requirements, greater issue of man-animal conflict, economic losses of farmers on one side and life of animals on other hand.

(a) Do not recommend for culling and take more steps to control the menace.

Pros:-

- My values are upheld and my conscience satisfied
- help in saving lives of many animals
- Better for long-term environment and biodiversity of forests.

Cons:-

- Economic losses to already burdened farmers will continue
- Can lead to unrest in the region
- Can increase incidents of farmers arming against animals themselves
This can increase chances of casualty

b) Recommend for culling

Pros:-

- Farmers will be satisfied as their crops are saved
- ~~For~~ Earlier efforts to prevent this menace went in vain. Now all efforts can be directed to just one cause of culling

Cons:-

- A lot of killing of animals
- Can also lead to illegal culling even of those who don't harm the crops
- Can be detrimental to long term environmental stability.

(C) Call meeting of gram sabha, give them a concrete plan to control this menace. If not able to give any result then recommend for culling. Meanwhile ask for compensation for loss. ~~and also~~ This informed decision taking Gram Sabha members in confidence can help all the stakeholders.

Pros:-

- Can help in effective implementation to achieve results
- Use of local knowledge and my scientific tools & resources can help as partners in deriving a good plan
- Save animals and environmental stability

Cons:-

can be a little time consuming

However this seems to be the best alternative.

3. To ~~prevent~~ long term measures:-

- a) Using artificial barricades to separate forest area from agricultural lands
- b) Efforts to ~~prevent~~ ^{maintain} species diversity in forests
- c) Making special provision in farm insurance policy of region
- d) Prevent any further fragmentation of habitat
- e) Recharging and maintaining health of water resources in

forests. Sometimes lack of water
forces animals to go in
human habitats

- f) Prevent poaching, interference
by humans in forest areas etc.

14. Dr. A.K. Singh, a professor of medicine, is a prominent cardiologist. His personal financial investments include significant stock holdings in three publicly traded biotechnology firms. He is approached by one of these firms to be a lead investigator in a therapeutic trial of a novel agent for preventing tissue damage from myocardial infarction (MI). This will be a randomized double-blinded, placebo-controlled clinical trial (neither patient nor physician will know whether the drug under investigation or a placebo is being used in a given patient). Dr. Singh is quite familiar with the preliminary animal and cell biology work in the area and believes that there is an excellent chance that this new drug will result in a significant improvement in survival and reduce damage to the heart muscle. He even thinks this novel agent may reduce the risk of heart failure and irregular beats. Dr. Singh's group is one of the few cardiology groups fully prepared to carry out this investigation, which is why he was contacted. He cares for a large number of patients with MI and believes that he could enroll numerous patients efficiently. The drug will only be available to his patients if his group participates in the trial. The company is offering Rs. 25 lakh for each patient enrolled. As a lead investigator, he will become much better known and will likely experience an increase in referrals if the trial succeeds.
1. Is Dr. Singh's participation in this study appropriate? Justify your position.
 2. Does Dr. Singh have a conflict of interest? If so, what is the nature of the conflict? How could it be mitigated.
 3. How would the nature of the conflict of interest be different had he not already owned stock, but instead had been offered stock as a form of compensation for conducting the study?

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मेडिसिन के प्रोफेसर डॉ. ए. के. सिंह प्रमुख हृदय रोग विशेषज्ञ हैं। उनके व्यक्तिगत वित्तीय निवेश में सार्वजनिक रूप से व्यापार करने वाली जैव प्रौद्योगिकी की तीन कंपनियों में बड़ी शेयर धारिता सम्मिलित है। उनसे म्योकार्डियल इन्फार्क्शन (एम.आई.) से उतकों को होने वाली क्षति की रोकथाम करने के लिए एक नए एजेंट के चिकित्सीय परीक्षण में प्रमुख अन्वेषक बनने के लिए इन में से एक कंपनी द्वारा संपर्क किया जाता है। यह अक्रमिक, दोहरा अज्ञात, प्लेसबो- नियंत्रित नैदानिक परीक्षण है (परीक्षण या प्लेसबो के अंतर्गत औषधि, रोगी में प्रयोग की जा रही है या नहीं, न तो रोगी और न ही चिकित्सक को इसका पता चलता है)। डॉ. सिंह इस क्षेत्र में आरंभिक जन्तु और कोशिका जीव विज्ञान के काम से काफी परिचित हैं। उनका मानना है कि इस नई दवा के परिणामस्वरूप जीवन में महत्वपूर्ण सुधार होने की बहुत अच्छी संभावना है और हृदय की मांसपेशियों की क्षति भी कम होगी। उन्हें यहां तक लगता है कि यह नया एजेंट हृदयाघात और अनियमित धड़कन का खतरा कम कर सकता है। डॉ. सिंह का समूह इस प्रकार के परीक्षण का संचालन करने के लिए पूर्णतया तैयार कुछ हृदय रोग विशेषज्ञ समूहों में से एक है, इसीलिए उनसे संपर्क किया गया है। वह एम.आई. से बड़ी संख्या में रोगियों का इलाज करते हैं और उनका मानना है कि वह कई रोगियों को कुशलता से नामांकित कर सकते हैं। यह दवा उनके मरीजों के लिए केवल तभी उपलब्ध होगी यदि

उनका समूह इस परीक्षण में भाग लेगा। कंपनी, प्रत्येक नामांकित रोगी के लिए 25 लाख रुपए प्रदान कर रही है। प्रमुख अन्वेषक के रूप में, वह अधिक प्रसिद्ध हो जाएंगे और यदि परीक्षण सफल हो जाएगा तो रेफरल में वृद्धि की संभावना होगी।

1. क्या इस अध्ययन में डॉ. सिंह की भागीदारी उचित है? अपना औचित्य सिद्ध कीजिए।
2. क्या डॉ. सिंह हितों के टकराव से जुड़े हैं? यदि हां, तो ऐसे टकराव की प्रकृति क्या है? इसका शमन कैसे किया जा सकता है।
3. यदि उनके नाम पहले से ही शेयर नहीं होते तथा उक्त अध्ययन के संचालन के एवज में शेयर का प्रस्ताव किया गया होता तो हितों के टकराव की प्रकृति किस प्रकार अलग होती?

1. Dr. Singh's ~~position~~ participation in this study can't be justified as:-

- i) Conflict of interest: Being a shareholder he will gain if company benefits. At same time, he is required to work with neutrality in conducting trials.

This situation will create a dilemma and can unduly influence his decision.

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2. Dr. Singh definitely faces this conflict of interest. To mitigate this conflict,

- i) He must tell the company and move away from the participation
- ii) In case, he decides to continue then he must liquidate all his stock

The two can't be carried together. Hence, he ~~must~~ must leave one of his position.

However, a better justified position will be to liquidate his stocks and conduct trials as:-

- i) Not much options are available to company
- ii) If tested successfully, it can help many patients suffering from MI
- iii) Long term interests of Dr. Singh are to help his patients. This is in accordance with medical ethics.
This position will cause greater happiness of greater number of people (Utilitarian view).

3. If sta

