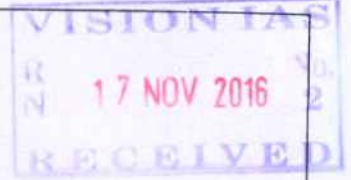




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GENERAL STUDIES (TEST CODE : 760)

Name of Candidate	VIDEH KHARE		
Medium Hindi/Eng.	ENGLISH	Registration Number	15012
Center	ORN	Date	17/11/2016

INDEX TABLE			INSTRUCTIONS
Q. No.	Maximum Marks	Marks Obtained	1. Do furnish the appropriate details in the answer sheet (viz. Name, Registration Number and Test Code). उत्तर पुस्तिका में सूचनाएं भरना आवश्यक है (नाम, प्रश्न-पत्र कोड, विद्यार्थी क्रमांक आदि)। 2. There are FOURTEEN questions printed in HINDI and ENGLISH. इसमें चौदह प्रश्न हैं तथा हिन्दी और अंग्रेजी दोनों में छपे हैं। 3. All questions are compulsory. सभी प्रश्न अनिवार्य हैं। 4. The number of marks carried by a question/part is indicated against it. प्रत्येक प्रश्न/भाग के अंक उसके सामने दिए गए हैं। 5. Answers must be written in the medium authorized in the Admission Certificate, which must be stated clearly on the cover of this Question-Cum-Answer (QCA) Booklet in the space provided. No marks will be given for answers written in medium other than the authorized one. प्रश्नों के उत्तर उसी माध्यम में लिखे जाने चाहिए जिसका उल्लेख आपके प्रवेश पत्र में किया गया है और उस माध्यम का स्पष्ट उल्लेख प्रश्न-सह-उत्तर (क्यूसीए) पुस्तिका के मुख्य पृष्ठ पर अंकित निर्दिष्ट स्थान पर किया जाना चाहिए। उल्लिखित माध्यम के अतिरिक्त अन्य किसी माध्यम में लिए गए उत्तर पर कोई अंक नहीं मिलेंगे। 6. Word limit in questions, if specified, should be adhered to. प्रश्नों में शब्द सीमा, जहाँ विनिर्दिष्ट है, का अनुसरण किया जाना चाहिए। 7. Any page or portion of the page left blank in the Question-Cum-Answer Booklet must be clearly struck off. उत्तर पुस्तिका में खाली छोड़ा हुआ पृष्ठ या उसके अंश को स्पष्ट रूप से काटा जाना चाहिए।
1(a)	10		
1(b)	10		
2(a)	10		
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3(a)	10		
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10	20		
11	20		
12	20		
13	20		
14	20		
Total Marks Obtained:			
Remarks:			

75, 3rd Floor, Old Rajinder Nagar Market, Near Axis Bank, New Delhi – 110060

103, 1st Floor, B/1-2, Ansal Building, Behind UCO Bank, Dr. Mukherjee Nagar, Delhi – 110009

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 seen as role model in the society and they have huge influence on the belief of public.

For example when a big celebrity endorsed a product say Pan Masala, people think that the product must be good as it is used by the celebrity and also increase their social status.

But many times these products turn out to be harmful like Cigarettes, Pan Masala, beauty creams etc.

Ethical dimension involved here is whether celebrity should use his/her influence to sell products in return of huge money.

The conflict here is between the social responsibility of celebrity and his personal gain. His/her endorsement can lead to public loss of health, money etc.

Therefore celebrities should refrain from endorsing products which can be harmful like Pan masala etc.

At the same time they should enquire about the normal products like food products that they are safe for use or not.

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।

Cleanliness is next to Godliness
was the phrase used by Gandhiji to
give importance of clean environment.

But despite the Swachh Bharat
scheme to remove open defecation, waste
management, the issue seems unresolved.

It shows the need of attitudi-
nal and behavioural change to be brought
in society. Although toilets are constructed
but people still do open defecation. Waste
collection is done but people still throw
waste on roads.

Difficulty faced to bring this change
is the prevailing attitude which belief
that open defecation is better as it's done
outside house. Similarly, waste is thrown
in open because of the belief that it's

government responsibility to clean it.
People clean their house because ~~has~~ it's
believed to their responsibility.

Hence the belief system need
to be changed to bring the attitudinal
and hence behavioural change. People should
understand the negative effect of open-
defecation. Also it is to be shown that
public space cleanliness is also a civil
responsibility as much as government
responsibility.

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 has an economic dimension but a bigger moral and ethical dimension is also present.

Morality decides ~~the~~ rightness and wrongness of actions. based on the value system. When we have values of equality and human rights, then the action toward economic inclusion will be moral. For example, having sufficient economic means for living life is a human right. ~~Here~~ under UN Convention of human rights. Similarly Economic equality shows democratic values. Therefore economic inclusion is a ~~modest~~ morally correct choice.

Ethical choices are based on greater human good.

Economic inclusion is a step toward those greater goods. Hence it's a ethically correct choice to promote economic inclusion.

At the same time actions taken should be both morally and ethically correct. For example, overtaxing one person to bring down income gap will be unethical and immoral. But providing more opportunities to poor to raise his income will be a correct decision.

- (b) Socially and economically marginalized women are used to make a profit, often at the cost of their own health and reproductive autonomy, in the name of commercial surrogacy. Discuss the ethical issues associated with commercial surrogacy in India. Should commercial surrogacy be completely banned? 10

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

Woman has a right on
her body and it's sacrosanct.

But in the modern time
the in name of this right, the marginalised
women are exploited through surrogacy.

The ethical issue associated is due to
~~this right~~ conflict between ~~between~~
values of right of women on her body
and the commercial use of it by surrogacy.

When Surrogacy is Altruistic, where
woman agrees for it without any personal
interest but to help her relatives or friend
it is a sacred sacrifice and noble cause.

But using it for commercial
reason lead to exploitation and negative
impact on women health.

People exploit marginalised and poor women as she needs money for her survival. Sometimes her health concerns are not taken care. If child has any disability, then parents don't accept it which further cause problem for both child and mother.

Hence Surrogacy can be both ethically correct if done in altruistic sense, as envisaged by Supreme Court, also wrong if it's done through ~~ex~~ exploitation of vulnerable women.

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 noble ~~case~~ profession which inform citizen about various issues of society, government practices etc.

A journalist faces ethical issues on regular basis. For example while reporting wrongdoing of a powerful politician, she's performing her duty as a journalist and a citizen, but it involves security threat to her life and her family. Case of journalist death's in Bihar and MP are example of it.

Similarly, media organisation goals now ask journalist to bring news which can generate more viewership. But a true professional journalist's duty is also to bring news which is more important for public good. For example the death of tribal children in Jajpur odisha

~~This~~ When journalist don't follow their professional duties and values but hollow organisation goal of profit sensationalism in media increases. For example news like tribal deaths, poor people issues are neglected and sensational news like celebrity scandals, personal life were promoted.

Hence it's required that journalism ethics are followed in media. as well as government should ensure the security to journalist.

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

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

Human action are judged based on the conscience of a person by himself / herself.

A Conscience comes through the value system one upholds. Hence developing this value system can help one to judge her actions.

For example Religion can be source of these values. like truth and love. therefore while helping a poor beggar she can judge her actions through values of love and care.

Similarly Constitutional values can help judge the action, especially in public life. For example, a Block development officer can help a poor tribal student to get through recruitment process by going providing monetary support or government support. It will be upholding the

Constitutional value of equal opportunity and dignity. and her action will be correct.

Constitutional values of equality, justice, freedom etc. are the source which offers a clear and practical guide to persons in public life. Along with these organisational goals are also an important source. Ethical guidelines and code of conduct can also helps in take right decisions by a public servant.

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।

It is a responsibility of a person to adhere to Organisation goal, and ethical guidelines.

In general leaking of information is considered unethical in any organisation. At the same time it's against Code of conduct and can invite punishment.

But at the same time wrong doing should be brought into the notice of authorities and should be corrected. Even in this case information leak should be the last resort and first the proper channels of grievance redressal, feedback should be used.

Information leak do cause Conflict of interest. For example Edward Snowden leaked information as he wanted to uphold his social duty to inform citizen about the government wrongdoings.

But at the same time his action has led to loss of credibility to his organisation and public confidence in it. At the same time greater social goals of national security was compromised.

Therefore there is a conflict between personal values and overall organisational and societal goals. At this should be looked in greater perspective of national interest.

- (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 acts as a motivation to perform better and achieve the desired goal.

It ~~has~~ enhances performances and bring best out of a person. For example when the competition in tennis increased it brought out best performances of players like Novak Djokovic, Andy Murray, Roger Federer etc. While achieving the superiority over others and becoming No. 1, they gave some of the finest performances ~~of~~ ⁱⁿ history of Tennis.

Similarly, when race to achieve dominant position ~~is~~ in Space technology ~~was~~ is going on, ISRO has developed some of the best technologies. It even performed the Mars mission in shoe-string budget.

But competition may also lead to use of unethical practices and cheating to achieve the goal.

When people can not take pressure of competition they ~~to~~ take wrong means. For example huge competition for medical seats lead to Vyasanpuram Scam, where student used unethical means like fake candidates etc.

Similarly, to achieve economic and industrial dominance, companies used unethical means as seen in case of 2G Scam.

Hence competition is a two edged sword which should be handled properly to have right benefits.

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

10

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

Gandhi ji said that while doing evil is bad, remaining a silent witness to evil is a bigger wrong.

For example when we do practice untouchability toward lower Caste people it is a biggest evil action.

But when we see it done by others around us, but do not do anything to stop it, it is a bigger evil. In both cases one is responsible for the mental and physical agony caused to the lower Caste people.

Similarly in public life for example, if a civil servant indulge in corruption, she is performing a wrong practices and should be punished.

But even if he doesn't involve in corruption, but people working under him are doing it, and he doesn't take any action and neglect it, he is ~~doing~~ an equally wrong ~~act~~ act. It will not only give bad reputation to organisation, but overall reduce public confidence. Hence he should be equally accountable for his action and his inaction.

As it's justly said that inaction can not be an ~~excuse~~ excuse ~~against~~ and defence against wrong doing.

- (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।

Indian Constitution provides rights against discrimination, right against untouchability, etc. At the same time lots of legal provision are present through SC/ST Atrocities Act, Civil Liberties Act etc. but Atrocities against dalit are still rampant.

These incidents shows that the issue is more related to social prejudice and attitude. Attitude which is based on beliefs, guides this behaviour of people. For example the belief that dalits are impure and should not enter ⁱⁿ temples leads to atrocious behaviour when dalits demands right for temple entry.

Similarly the belief in Caste System has given a negative attitude

toward intercaste marriage. When it happens, upper cast people take violent measure against dalit people as seen in case of ~~death~~ Dharanpuri Violence in Tamil Nadu.

To remove this Prejudice and attitude measures that can be taken are:

- (i) Promoting brotherhood during primary and secondary school by community eating practices. ~~It~~ during Mid day meal.
- (ii) Incentivizing Inter Caste Marriages.
- (iii) Banning of Khap panchayats and protection against their discriminatory dictates

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 the civil service

means that the political executive is the face of administration while the civil service is the implementing agencies.

Civil servant should not look for the limelight, because it's political executive which is answerable to the public and people vote them on these basis

Anonymity and Neutrality are

important because

- (i) It helps in smooth transition from one political executive to other. and brings consistency in administration.
- (ii) Neutrality ensures political executive that civil services will be loyal to them and will give unbiased advise

(iii) Similarly anonymity saves Civil Service from public outrage in case of some misadministration which is handled by political executive. Although it doesn't mean that civil service has no accountability. They are answerable to the political executives and parliament.

8. Prescription of dresscode for women not only violates their liberty but also reflects outdated views on gender relations as well as proper conduct. Comment. 10

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

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।

1. Manual scavenging is a practice which is against the basic human right and dignity of human being.

But the practice is performed because of Caste prejudice against dalits and extreme poverty prevailing among them.

The ethical issue is between the values of basic human dignity and survival through poverty. Even after prohibiting it constitutionally and legally it goes on due to above reasons.

2. In given case, the dilemma is between upholding the constitutional values of human dignity, justice to marginalised and performing one's duty honestly against the political pressure and media scrutiny.

The options available to DM are

(i) Go along with the correct findings of the report.

Merits → Performing the duty and showing the empathy and compassion toward vulnerable ~~and~~

Demerits → May have to face political backb. sh. Also DM may be transferred

(ii) Manipulate the data ~~as~~ under political pressure.

Merits :- It will satisfy the political executive and will get time to solve the issue and take proper action.

Demerits → It will be against the duty and transparency. It will set wrong precedence of manipulating harsh but correct information to evade scrutiny.

(iii) Ask various NGOs ~~and CSO~~ to conduct a comprehensive survey. and then publish the full report showing issues other than administrative.

Merits :- This will bring out the whole picture of manual scavenging problem in the area like

- Poverty issue.
- Lack of alternative jobs
- Caste prejudice by society
- Administrative laxity.

In this way a comprehensive solution can be devised to solve the problem of Manual scavenging.

It will also put a pressure on society, to change their attitude toward this practice and delit people.

Similarly, political pressure can be channelised more effectively to bring people participation from upper caste to eradicate the problem.

Demerits → It may take some time and media pressure can keep on growing.

But media can also be made a participant in this exercise to educate people against the practice.

- 3 The steps which can be taken are:
- (i) Promoting MGNREGA scheme for those indulging in manual scavenging. It will provide them a dignified job and also help in Income.
 - (ii) ~~Skill mission~~ NRLM can be utilised to upgrade their skills and move to better jobs in future.
 - (iii) Focussing of Swachh Bharat Mission by Constructing hygienic flush toilets and promoting their use.
 - (iv) Similarly, awareness campaign with Media and NGO help can be started to change attitude of society.

Manual scavenging is one of the most backward and inhuman practice, and doesn't belong to a 21st Century nation.

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।

Drug addiction among youth has become a big social problem which has taken a security threat dimension also. It is further aggravated by political patronage and corruption.

In above case, the dilemma is between performing one's duty honestly against the threat to position and political pressure. Also as a law ^{enforcing} officer, one has to pursue the complete justice by putting criminals behind bars. As a head of ~~org~~ police in district, SP needs to show the leadership also ~~for~~ to set a right precedence.

Here she needs to address concern of society, youths, and face the media scrutiny and at the same time handle the political pressure.

Options available are:

1. Do not let off the criminals.

Pros :- Set a good example of courage for juniors. Also faith of public in police will increase. Justice can be pursued with proper investigation.

Cons :- May have to face political backlash. Also transfers may affect the investigation further.

2. Let off the criminals with stern warning

Pros:- Political pressure will reduce, and she can pursue case further. with proper investigation and chargesheet.

Cons → Bad precedent for juniors. Similarly public confidence in police will go down.

Criminals will be encouraged to do drug trafficking. Also media will further tarnish personal and organization image.

3. Inform the media about political pressure

Pros:- Shift the blame on political class. Also it will give ~~to~~ time to pursue investigation and conviction of criminal.

Cons:- It will be against the anonymity of civil servant as well as disloyalty to political executive.

4. Hence a ~~just~~ combined approach of option 1 and option 3 can be used. While the political leaders ~~also~~ will be informed about impact of letting of criminal. like public backlash, media scrutiny

encouragement to other criminals.

At the same time, media can be informed about the drug bust which will bring pressure on political class also for proper investigation. Public participation will increase, as well as public confidence in police will increase.

At the same time, other officers from neighbouring district can be contacted to start a joint operation against drug trafficking to curb the menace.

NGOs and CSOs can be asked for help regarding drug de-addiction and awareness regarding it. This will help credibility of police efforts and give it a more empathetic outlook.

Hence the drug addiction and trafficking needs a concerted effort of police & society and political class.

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।

*Maintaining a Ethical work
Culture is essential for healthy work
environment. It requires that employees
concern are dealt and ethical standards
are maintained in every situation*

In above case, the prestige of hotel and security of staff is at stake. The case may dent the reputation of the hotel. Also the action will lower down the moral of staff and they will not believe in organisation value.

Hence as a manager she need to address concern of staff, reputation of hotel, her own reputation, and bring out the truth.

Options available are:

1. Try to do a settlement with the person so that he don't file complaint or take it back.

Pros :- It will settle the matter outside.

No loss of reputation of hotel or person.

Cons :- Staff will not feel safe working with hotel as their interest are not properly address.
Wrong leadership role as a manager.

2. ~~Asking police to do their own~~ leaving matter on the police as truth will come out finally.

Pros :- Ultimately truth will come out as the person has no concrete proof.

Cons :- Even the investigation will cause loss of name for Hotel. ~~It~~ Interrogation, and arrest of staff will be inconvenient and painful for all. It will be demoralising for her and staff.

3

~~Ask~~ Pursue the police to not arrest staff or raid hotel, but take her for interrogation. At the same time will provide them the CCTV footages of the reception camera. To confirm the truth of the situation.

Pros :- As the staff will not be arrested will save their reputation and keep their moral high.

At the same time, as a manager, one is responsible for their staff's behaviour to clients. Hence she is showing a leadership behavior.

As the hotel ~~was not~~ would not be harassed by police, it will not cause inconvenience to other customers. Also hotel reputation will be intact.

She can provide police with more proof through track record of her hotel in ethical dealings and good behaviour. Never before any customer complained about any rude behaviour.

Conc :- She may have to face some personal discomfort of interrogation.

Hence in Option 3. the concern of various stakeholders can be addressed properly.

At the same time it will not only improve work culture, better respect between the employees, and trust in their leader.

Similarly, the goal of organisation and ethical standards will be further improved

For future, she can make provision to report such rude customers to manager. So she can deal with them in proper manner.

It can be made sure that CCTV cameras especially at reception keep in working condition to avoid such situations.

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।

Public health is an important public service and responsibility of Government. It becomes more important during disease outbreaks and require efficient management

In above case the primary and most important concern is toward the life and health of people. They should be beated ~~at~~ at all costs.

At the same time moral of staff need to be keep high so that effective discharge of service can be done.

Public confidence in system should also need to be maintain to avoid any unwanted situation

Hence the immediate steps that she can take:

1. Stern warning to the private hospital that their negligent attitude will not be tolerated and strict action can be taken against them. They will be ordered to provide all health services to the patient coming to them in affordable manner.
2. She need to make sure that stock of medicine in Government hospital is adequate and proper supply is maintained to handle demand.
3. Staff should be motivated by reminding them they are doing a noble service

and all the help will be provided to them by authorities to handle the situation

4. Pathology labs can be asked to charge half rates for tests and rest will be reimbursed by Government. It will help people and reduce people outrage

5. The staff strength can be augmented with extra help from Primary health Workers, ASHA workers etc.

6. At the same time an appeal through responsible citizens and local leaders can help reduce the outrage of public

For long term measures,

- ① Infrastructure of Government hospitals need to improve to handle such situation
- ② Augmentation of staff strength especially nurses will be increased
- ③ Proper guidelines for private hospitals will be issued, so that ~~they~~ their negligent behaviour can be checked.

Also it will be make sure that they don't change unnecessary expenses

④ A Standard operating procedure can be devised with the help of experts which can ~~address~~ stop the situation from escalating to larger proportion

⑤ Moral of staff need to be kept high at all the time by properly addressing work life balance issue. At the same time they should be felicitated for their outstanding services

⑥ Public trust in government organisation and health system need to be restored through transparent and accountable practices. Civil Society Organisation need to be involve in hospital management

A well functioning health service system is essential to handle unprecedented situation like disease outbreaks.

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. 20

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।

With rapid growth of population of human, and decreasing forest, Human - wildlife conflicts are increasing. ~~so~~ These conflicts need to resolve in humane way, and animal life should also be respected.

In above case, while needs of farmers are important as they depends on farms but at the

Time animal life should not be ended indiscriminately. As a forest Officer, one need to conserve wildlife also, but as a civil servant people's genuine concerns are also important.

Hence she need to address the concern of farmers and conserve wildlife.

Options available to her are:

- (i) Forward a request for culling of animals.

Pros :- Address concern of farmers

Cons :- loss of large amount of wildlife
it is against the greater value of respect for life in any form.

- (ii) Ask farmers to use some other measures to keep the animals away like better fencing etc.

Pros → Protect wildlife

Cons → Economic pressure on farmer will further increase. It will also show

the lack of compassion in the admini-
strator.

- (iii) Make a expert team to survey the actual situation. So that extent of problem can be measured. Based on findings ~~the~~ the measures can be devised like

Procs - Try to keep culling as low as possible and only that is required. It will uphold the value for the life of animals.

- ~~A~~ economic situation of farmers can also be gauged and help from government can be provided to upgrade fences so that their concern can also be addressed in compassionate way.

- The forest staff can also be instructed to keep vigil on the culling and make sure personally that no indiscriminate culling happens

cone → It may take some time and require participation from farmers also.

But it will make sure that a balance between human needs and ~~to~~ wildlife can be maintained.

For future the steps that can be taken are:

- (i) Make sure the farmers do not cultivate land close to the forest boundaries as it can cause animal conflict.
- (ii) Proper rehabilitation of animals to some other area so that their population does not grow in excess
- (iii) Awareness in people will be increased regarding wildlife. So that symbiotic way of existence can be devised. When they also value wildlife innovative measures like biofence, ~~bee~~ bees etc can be employed.

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?

In health and medical profession, saving each human life is the ultimate goal. Those actions done in right way and with good intention toward this goal will be appropriate.

(i) Dr. Singh's participation in this study is appropriate as he's a expert of the field. His study will be able to cure numerous patients from the life threatening disease.

His professional ethics also ~~go~~ say that he should work for ~~ultimate~~ goal of saving human life.

At the same time his group is one of the few who can perform this study. Also his intention are good and noble.

- (2) Although there exists conflict of interest. Dr. Singh is a significant share holder in the firm. Also involving in the study by one firm, leads to Conflict with the profits of the other firms. He's equal responsibility as a shareholder toward all 3 firms.

At the same time his success could lead to loss of other 2 firms. Hence as a shareholder it will be against interest of the other companies.

The payment of Rs 25 lakh can also be seen as reason for conflict of interest.

Conflict of Interest as such are not wrong and bound to happen, but their improper use, non disclosure and impact on decision making lead to abuse of power and corruption.

Hence, here, Dr. Singh should disclose all his interest and his acceptance of work on study to the other two firms.

At the same time all the financial dealings should be disclosed so that it can be made clear that they are for study expenses and not for personal use

As the study involves Placebo trials, it should be requested that no disclosure should be made, which can hamper the trials and affect result of study.

3. If ~~the~~ Dr. Singh wouldn't have the stocks of the firms, He would not have any obligation regarding other two firms. And conflict of interest wouldn't have arisen with respect to these firms.

When offered stocks as compensation, the conflict of interest arise as his study can be affected by company's goal. For example, if company has some other targets, then he's has to stick with it leaving his study in between.

Also if company's financial situation changes, his study will also be affected.

Hence He should focus on the greater goal of finding cure, while keeping the conflict of interest properly disclosed.

