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GENERAL STUDIES (TEST CODE : 1494)

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Center	Online	Date	10/07/21

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 ENGLISH & HINDI इसमें चौदह प्रश्न हैं अंग्रेजी और हिन्दी में छपे हैं। 3. All questions are compulsory. सभी प्रश्न अनिवार्य हैं। 4. The number of marks carried by a question/part is indicated against it. प्रत्येक प्रश्न/भाग के अंक उसके सामने दिए गए हैं। 5. Answers must be written in the medium authorized in the Admission Certificate, which must be stated clearly on the cover of this Question-Cum-Answer (QCA) Booklet in the space provided. No marks will be given for answers written in medium other 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		
2(b)	10		
3	20		
4(a)	10		
4(b)	10		
5(a)	10		
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6	20		
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9	20		
10	20		
11	20		
12	20		
13	20		
14	20		
Total Marks Obtained:			
Remarks:			
Signature of Examiner			

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EVALUATION INDICATORS

1. Contextual Competence
2. Content Competence
3. Language Competence
4. Introduction Competence
5. Structure - Presentation Competence
6. Conclusion Competence

Overall Macro Comments / feedback / suggestions on Answer Booklet:

1.

2.

3.

4.

5.

6.

All the Best

SECTION - A

1. (a) What do you understand by probity in governance? Explain, with examples, how it enhances transparency and accountability in the administration. (150 words) 10

शासन व्यवस्था में ईमानदारी से आप क्या समझते हैं? उदाहरणों के साथ स्पष्ट कीजिए कि यह प्रशासन में पारदर्शिता और जवाबदेही कैसे बढ़ाता है।

Probity in governance refers to strict principles of morality during public service delivery and ensuring accountability, objectivity, impartiality etc.

NOLAN committee - Probity in governance ensures.

1) Honesty	2) Integrity
3) Leadership	4) Objectivity
5) Openness	6) Selflessness

Transparency

It refers to openness in the process which enforces responsibility of the individuals.

Ex: RTI Act 2005 made it obligatory

for public servants to give information within 30 days and provide reasons if unable to disclose such information. Thus civil servants have a legal responsibility towards citizens for which forces them for ethical conduct.

Accountability

It means answerability. Example:

- Political executives are answerable to public through elections.
- Civil servants are indirectly answerable to people.

It fixes responsibility of each individual so that ambiguity is not there and governance is not hindered. Eg: Online status of public service.

Thus both ~~also~~ transparency and accountability helps in enforcing ethical conduct giving rise to probity.

1. (b) Differentiating between empathy and compassion, discuss the importance of compassion towards weaker sections of society in the administration. (150 words) 10

सहानुभूति और संवेदना के मध्य अंतर स्पष्ट करते हुए, प्रशासन में समाज के कमजोर वर्गों के प्रति संवेदना के महत्व की विवेचना कीजिए।

Empathy refers to psychologically placing oneself into the shoes of others and understanding the problem from their perspective.

Compassion means being aware of the condition of downtrodden people, poor, women etc. It is related to cognitive part of attitude.

Importance of compassion

① weaker sections are the most vulnerable section of the society. Negligence on the part of civil servants would have devastating impact on them.

Eg: women and children during disasters.

- ② Societal values may be antithetical to moral values.

Eg: Caste system as a value in India.

- ③ Most of the vulnerable sections are dependent on the state directly.

Eg: Neglect of migrants during corona crises led to many deaths.

- ④ Indian constitution ~~is~~ ~~also~~ advocates the value of welfare state. Eg: Article 39(a), 39(b).

- ⑤ Compassion in policy making so that ~~a positive~~ they are represented well in the political ~~and~~ ~~in~~ structure. Eg:

Reservation in Lok Sabha.

Thus compassion as a public servant value become important for inclusive growth in country.

2. (a) Ethics may, at times, seem to be in conflict with law and vice-versa. Discuss with suitable examples. (150 words) 10

नीतिशास्त्र कई बार कानून के साथ संघर्षरत और इसके विपरीत प्रतीत हो सकता है। उपयुक्त उदाहरणों के साथ चर्चा कीजिए।

Ethics are a set of principles and behaviour, values which are approved by the society. What is approved by the society is subjective but ⁱⁿ a broad concurrence they must promote justice and does not harm others in any way.

Law on the other hand is the codification of conduct, rules and regulations backed through a statute and enforced by judiciary.

Conflict between Law and Ethics.

① Society may place sanction on different types of marriage. Eg: inter caste, inter religious, same sex marriage may be considered unethical by society.

but law provides freedom to everyone.

② Ethics are also shaped by religion, education and socialisation in family

Eg: Religion establishes a social hierarchy while ~~no~~ law denies it.

③ Sometimes law may be archaic. Eg. colonial policy of racial discrimination in India, apartheid in South America is antithetical to ethics.

④ Repression by state in autocratic societies on the freedom of people, no right to life is also against ethical principles.

In spite of conflict between the two as the democratisation of society increases law would march towards ethics.

2. (b) Explaining the concept of Emotional Intelligence, highlight its role in administration. (150 words) 10

भावनात्मक समझ की अवधारणा स्पष्ट करते हुए, प्रशासन में इसकी भूमिका पर प्रकाश डालिए।

Emotional Intelligence refers to the ones knowledge about own emotions and also the emotions of others as well as ability to regulate, mould their emotions according to the demand of the situation.

It is often said that emotional intelligence is more important than knowledge when dealing with people.

Role in administration

(1) Civil Servant - People

→ Understanding the plight of people, showing sympathy to their cause.

Eg: compassion towards vulnerable section

(2) With subordinates

- Control of anger, distrust towards employees. Always taking with respect so that they give 100% to administration.

(3) Dealing with media

- Media would try to invoke emotions of anger, frustration etc. If civil servant is self aware of emotions he would handle the situation well.

(4) Resolving conflicts

- Understanding emotions of people, moulding response to calm the situation
- wrong emotions may intensify such situations

Thus emotional intelligence is the pinnacle of all values required for administration.

3. Examine the relevance of the following in the context of civil services: (20)

(a) Integrity and Honesty

सत्यनिष्ठा और ईमानदारी

(b) Objectivity and Neutrality

वस्तुनिष्ठता और तटस्थता

(c) Impartiality and Non-partisanship

निष्पक्षता और गैर-तरफदारी

(d) Accountability and Responsibility

जवाबदेही और उत्तरदायित्व

(a) Integrity refers to strict adherence of moral values even in the adverse circumstances. Honesty as a value refers to freedom of behaviour, thought from deceit, lies and manipulation.

① ~~has~~ A civil servant with integrity and honesty would not break rules even if nobody is watching.

② They insures impartiality in the civil servant. Ex: An honest civil servant would not favour particular community

③ They build confidence in civil servant. Ex:-
An honest civil servant would face false
charges without any fear.

④ They helps to build social capital . and
respect among the peer and subordinates .

⑥ Objectivity refers to absence of any
subjective bias and decisions are made
purely on the basis of facts . Neutrality
means being impartial and not favouring
one group or individual over other

① They helps to avoid any pre conceived
notions about a group or individuals .

② They helps in the better judgement on
the part of civil servant .

③ Increases the credibility of individual
and government

④ Improves efficiency and effectiveness in public service delivery.

⑤ Impartiality and Non partisanship means not favouring any particular group or individual over others.

⑥ It ~~led~~ leads to all inclusive growth in the country.

⑦ Vulnerable sections can also raise their voices and participate in the political and institutional process.

⑧ Ensures that civil servants gives right advice to political executive who may be thinking on parochial lines based on short term objective.

⑨ Strengthens the justice, liberty and equality of opportunity mentioned in the constitution.

④ Accountability and responsibility are two faces of the same coin as both reinforces other.

① They reduces ambiguity because everybody responsibility becomes no one ~~is~~ accountability.

② Improves efficiency and effectiveness in the public service delivery.

③ ~~Tools~~ Legislations like RTI have made the administration people centric.

④ They removes the disconnect between the demands of people and quality of public service delivery.

4. (a) Is it always morally wrong to lie? Justify your stand with relevant examples. (150 words) 10

क्या असत्य बोलना सदैव नैतिक रूप से गलत होता है? प्रासंगिक उदाहरणों के साथ अपने रुख का औचित्य सिद्ध कीजिए।

Morality revolves around righteousness and virtueness. What is morally right and wrong is subjective and depends on different situation.

Telling a lie is morally wrong if

- ① It is done for personal gains.
- ② It harms others.
- ③ It is against the values of organisation, code of conduct, professional ethics etc.

Eg: A civil servant may lie to his seniors about the status of projects which may give him immediate relief but harms in the long run.

• Gandhiji used to tell lies during his childhood but he realized it was

morally wrong after watching Harishchandra

Lie is not morally wrong

- ① If it saves life of other as nothing is important than life.
- ② spoken in larger public interest.
- ③ To calm down a situation which can harm others. eg: Protests.

Ex: A civil servant may lie and not disclose the information if it is detrimental to larger national interest, friendly relations with other nations,

Sometimes parents lie to children about certain things which is not appropriate at their age

Thus the lie presents a dilemma to an individual but it should be avoided and should be used as a last resort in critical situations.

4. (b) Bring out the difference between Attitude and Aptitude. What type of attitude is expected of civil servants in India, in your view? (150 words) 10

अभिवृत्ति और अभिरुचि के मध्य अंतर स्पष्ट कीजिए। आपके विचार से, भारत में सिविल सेवकों से किस प्रकार की अभिवृत्ति की अपेक्षा की जाती है?

Attitude is the sum total of a person's evaluation of a particular object. Object can be a thing, person or an issue. It is the individual subjective interpretation of objective reality. It is acquired.

Aptitude is individual's innate potential ~~about~~. It is not acquired.

Attitude is more important than aptitude as it is the one which determines individual altitude.

Attitude of civil servant

- ① Positive way of looking at things rather than negative evaluation.

Ex: Thomas Alva Edison tried 1000 ways of ~~not~~ failing rather than accepting failure.

- ② Not imposing his Self on Others.
 - Provides space of disagreement.
 - Listening to others.
- ③ Compassionate towards weaker sections.
 - Not looking them as burden.
- ④ committed to hardwork and challenges.
 - viewed as new opportunities.
- ⑤ complete separation between private and public life.
- ⑥ self awareness including emotions.
- ⑦ Actions and Thoughts must be in sync and not divergent to each other.
- ⑧ curiosity to learn.

Thus attitude is primary while aptitude is secondary as it shapes the thinking, cognition and behaviour.

5. (a) How can one use Gandhi's talisman for resolving ethical dilemmas in day-to-day life? (150 words) 10

आप दैनिक जीवन में नैतिक दुविधाओं का समाधान करने के लिए गांधीजी के जंतर का उपयोग कैसे कर सकते हैं?

Gandhi's Talisman is a way of controlling the self so that it does not overpower rationality and objectiveness in the decision making. It provides an alternate viewpoint to us and aids in realization of truth. When people would adopt talisman it would lead to Swaraj.

Ethical Dilemmas

- ① Preference to Public life over private life.

- If job of an individual benefits other people then he must give preference to it and try to achieve a balance.

- ② Truth or lie.

- It should not be viewed in the immediate benefit but consequences of the long

terms should be considered. Gandhiji was himself torchbearer of truth.

③ Family and Friends

Give due consideration about the happiness of the parents when you spend quality time with them and then try to strike a balance.

④ Self v/s Society

Actions must be targeted towards the benefit of society. When society is benefitted individual would benefit.

Ex: Philanthropist gets satisfaction by working for the society.

Thus talisman offers a paradigm, a guiding light into the ethical behaviour for the collective good to maximum number of people.

5. (b) People's attitudes are shaped by their social experience and circumstances. Discuss with examples. (150 words) 10

लोगों के सामाजिक अनुभव और परिस्थितियां, उनकी अभिवृत्तियों को आकार प्रदान करती हैं।
उदाहरणों के साथ चर्चा कीजिए।

Attitudes are the comprehensive evaluation of a particular object. Object can be thing, person or an issue. Attitudes are shaped by the society through socialisation right from the childhood and also through certain circumstances which one goes through. Therefore development of self is a continuous process.

① Affective component of attitude

It involves emotions like love, anger, joy etc.

Eg: children learning to cry when demands are not fulfilled.

• We learn to cope our emotions through pleasant and harsh experiences.

Ex: Heartbroken in a relationship people become skeptical.

② Cognitive component of attitude.

→ Initial education and information is provided by family then through education, news, media etc.

→ Eg: If someone is grown in a culture where poor people are looked down then he also imbibe this attitude.

→ It is often said caste reproduces itself in India which is actually the attitude towards other caste.

③ Behavioural component. Taking cues from above component we manifest behaviour.

Ex: Attitude of youngsters that politics is bad is guided by media reports on corruption, malpractices etc.

Thus our social experience we gather right from our childhood determines all component of all attitude.

6. Explain the following terms with suitable examples.

(10)

उपयुक्त उदाहरणों के साथ निम्नलिखित पदों को स्पष्ट कीजिए।

(a) Beliefs

विश्वास

(b) Values

मूल्य

(c) Norms

मानदंड

(d) Principles

सिद्धांत

(e) Morals

नैतिकता

(a) Beliefs are the common sense knowledge present in the society which may not be scientifically verified.

Eg: Indian society believes that chickenpox / Smallpox is due to a goddess.
It is related to religion.

(b) values are the body of abstract standards which are the preferences of an individual. Values can be at individual level or at the level of society.

Ex: Indian society emphasized on both spiritual and materialistic values.

(c) Norms are the acceptable behaviour in a society or an organisation. Adherence to norms is rewarded while punishment deviance is punished.

Eg:- Intercaste marriage is a norm in India.

(d) Principles are the fundamental truth or proposition which serves as a foundation to system of beliefs.

Eg: Principle of Democracy - Rule by People, people are sovereign.

(e) Morals deals with the righteousness, virtuousness of an action, behaviour. They determine the question of right and wrong.

Eg: Bureaucratic morals are Justice, honesty, compassion etc.

7. Though utilitarianism is one of the most influential moral theories, it is criticized on many grounds. Discuss. (150 words) 10

यद्यपि उपयोगितावाद सर्वाधिक प्रभावशाली नैतिक सिद्धांतों में से एक है, तथापि इसकी कई आधारों पर आलोचना की जाती है। चर्चा कीजिए।

Utilitarianism theory is propounded by Jeremy Bentham and JS Mills. It advocates that the action which ~~causes~~ benefits maximum number of people is considered moral irrespective of the methods used.

Eg: Killing a terrorist is a moral action since it would save the life of thousands of people.

It is criticized on following grounds

- ① It is a teleological theory i.e. ends are justifying the means. Action is viewed according to the functional utility of the ends or the outcome it produces.

Eg: Killing one sick person is justified for the benefit of other people whose life can be saved.

→ It evaluates moral action in quantitative terms rather than in qualitative terms.

Eg: What if the sick person who is killed may have made more contribution to society than all others combined.

→ Gandhiji always vouched for purity of means, that is means ~~are~~ should be followed irrespective of the result. For this reason he was against ~~non~~ violence as a tool to achieve independence.

Despite limitations utilitarianism helps us to take quick ethical decisions where decision needs to be taken at the moment.

8. What are the various types of ethical dilemmas faced by a civil servant in India? Highlight the key elements of strategies used to resolve these dilemmas. (150 words) 10

भारत में एक सिविल सेवक द्वारा सामना की जाने वाली विभिन्न प्रकार की नैतिक दुविधाएं क्या हैं? इन दुविधाओं का समाधान करने के लिए उपयोग की जाने वाली रणनीतियों के प्रमुख तत्वों पर प्रकाश डालिए।

Ethical dilemmas are the situations where a person has to choose between two contesting ethical principles and making a choice becomes difficult.

Ethical dilemmas faced by civil servant

① Private life vs Public life

A civil servant hardly gets time for family due to loads of work, in office.

Strategies to resolve

- Going for outing during holidays
- Attending important functions in school of children.
- Use of technology to remain connected.

② Senior order vs Public good

Sometimes senior may order which

may not be in public interest according to civil servant.

Strategies → Request to reconsider the advise giving full information of demerits.

→ In case of emergency take the desired action and then get it verified.

③ Rigidity of rules v/s flexibility → Rigid rules may not allow to innovate.

Strategies: → Get the rule changed and then take action.

→ Take action in case of emergency and get it notified by senior.

④ Secrecy v/s transparency

Strategy: → With the changing nature of governance transparency must be given preference subjected to security of the nation and individual. Eg: Misuse of RTI must be avoided.

Thus various ethical dilemmas can be solved through right attitude and application of mind objectively.

SECTION – B

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

निम्नलिखित प्रश्नों में, प्रस्तुत किए गए प्रकरणों का ध्यान से अध्ययन कीजिए और फिर आगे आने वाले प्रश्नों का उत्तर दीजिए (लगभग 250 शब्दों में):

9. You have joined as a reporter in a newly launched news channel. This choice was based on the assurance given by channel's management that it would emerge as the voice of the downtrodden. While working on various assignments, you reported political incidents and covered national stories as instructed by the organization. But later you come to know that the channel was targeting particular individuals, rather than serving its stated mission. The reporters were also pressurised to go out of the way to accomplish the organisation's wishes. Given the economic slowdown, most reporters complied with these directives. Some who left the job, also did not blow the whistle against the organisation fearing lack of other employment opportunities. Recently, you have also been assigned a similar task by the organisation. In this context,

(a) Identify the various ethical issues involved in this case.

(b) You tried to convince the management to change its functioning and work as per its assurance given earlier but to no avail. In such a scenario, consider the options given below:

1. Follow the task given by the organisation.
2. Work with other reporters in protest against the organisation's actions.
3. Leave the job
4. Blow the whistle on the organisation's working.

Evaluate the merits and demerits of each of these options and suggest your preferred course of action, giving reasons. (20)

आप हाल ही में लांच एक समाचार चैनल से संवाददाता के रूप में जुड़े हैं। यह चयन चैनल प्रबंधन द्वारा दिए गए इस आश्वासन पर आधारित था कि वह दबे-कुचलों की आवाज बनकर उभरेगा। विभिन्न कार्यभारों पर काम करते हुए, आपने संगठन के निर्देशानुसार राजनीतिक घटनाओं की रिपोर्टिंग की और राष्ट्रीय खबरों को कवर किया। लेकिन, बाद में आपको पता चलता है कि चैनल अपने बताए गए मिशन पर चलने की बजाए विशेष व्यक्तियों को निशाना बना रहा था। संवाददाताओं पर भी संगठन की इच्छा पूरी करने हेतु अतिरिक्त दबाव बनाया जाता था। आर्थिक स्लोडाउन को देखते हुए अधिकांश संवाददाताओं ने इन निर्देशों का पालन किया। नौकरी छोड़ने वाले कुछ लोगों ने रोजगार के अन्य अवसरों के अभाव के डर से संगठन के विरुद्ध आवाज नहीं उठाई। हाल ही में, आपको भी संगठन द्वारा इसी प्रकार का एक कार्यभार सौंपा गया है। इस संदर्भ में,

(a) इस प्रकरण में सम्मिलित विभिन्न नैतिक मुद्दों की पहचान कीजिए।

(b) आपने प्रबंधन को अपनी कार्यशैली में परिवर्तन लाने और पूर्व में दिए गए आश्वासन के अनुसार कार्य करने के लिए समझाने का प्रयास किया, लेकिन कोई लाभ नहीं हुआ। ऐसे परिदृश्य में, नीचे दिए गए विकल्पों पर विचार कीजिए:

1. संगठन द्वारा दिए गए कार्यभार का पालन करेंगे।
2. संगठन के कार्यकलापों के विरोध में अन्य संवाददाताओं के साथ काम करेंगे।
3. नौकरी छोड़ देंगे।
4. संगठन की कार्यशैली पर आवाज उठाएंगे।

इनमें से प्रत्येक विकल्प के गुणों एवं दोषों का मूल्यांकन कीजिए और कारण बताते हुए, अपनी अधिमानित कार्यवाही का सुझाव दीजिए।

(a) Ethical dilemmas involved in the situation are :-

- ① Personal gain v/s National Interest.
- ② Organisational goals v/s Professional ethics.
- ③ Whistle blower protection v/s Employment.
- ④ Interest of marginalized community v/s affected individual.
Interest of company.

⑤

⑥ ① Merits

- Economic security as jobs is not lost.
- Respect of organisation is intact.
- Employees are not unemployed in the economic slowdown.

Demerits

- Individuals is affected and ~~has~~ ^{their} image is tarnished.
- Ethics of journalism are violated.
- Reporter hope of becoming voice of downtrodden would end.

As Demerits outweigh merits, hence option is rejected as professional and journalism ethics are violated.

② Merits

- Image of a ~~part~~ particular group is not tarnished.

→ Professional and journalist ethics are not violated.

Demerits

- People may lose employment.
- Image of the news agency is tarnished.

This action can be taken as collective action would pressure on the company and it may change its actions due to fear of backlash.

③ Merits

- Not compromising with ethics.
- Vision of becoming voice of voiceless is intact.

Demerits

- Job is lost, employment is hard to find in economic slowdown.
- Company will continue to function like this.

This course of action should not be taken as it reflects badly on the individual as portrays him as a quitter.

④ Merits

- Not compromising with professional ethics
- Organisation may stop targeting the group.
- Government will take action against the organisation.

Demerits

- Job may be lost.
- Organisation may continue to function ~~like~~ without government action.

This course of action can be taken along with complaint to government as merits outweigh demerits.

10. You are the District Magistrate of a hilly district, which has recently been struck by flash floods and landslides causing supply routes to be cut off. It is brought to your notice that shopkeepers in the area are taking advantage of the situation by exorbitantly increasing the prices of various goods. One example is the case of a dhaba charging Rs. 250 for a paratha citing supply constraints. Others have also been reported to be charging exorbitant prices for transportation and other services. Given the difficult situation, there have also been issues of law and order where people have resorted to picketing of shops in retaliation to the increased prices. On enquiring, representatives of shopkeepers argue that since supply is constrained, prices are bound to increase. They further argue that higher prices are, in fact, helpful in ensuring judicious use of goods and services that are most urgently needed during emergencies.

(a) Identify the various issues from the perspective of different stakeholders involved.

(b) What will be the course of action you will undertake? Justify your stand with relevant arguments. (20)

आप एक ऐसे पहाड़ी जिले के जिलाधिकारी हैं, जो हाल ही में आई आकस्मिक बाढ़ और भूस्खलन से प्रभावित हुआ है, जिसके कारण आपूर्ति मार्ग बाधित हो गए हैं। आपको अवगत कराया जाता है कि क्षेत्रीय दुकानदार विभिन्न वस्तुओं की कीमतों में भारी वृद्धि करके इस स्थिति का लाभ उठा रहे हैं। इसका एक उदाहरण आपूर्ति की अड़चनों का हवाला देते हुए एक ढाबे द्वारा एक परांठे के लिए 250 रुपये वसूलने का मामला है। अन्य लोगों द्वारा भी परिवहन और अन्य सेवाओं के लिए अत्यधिक कीमत वसूलने की सूचना मिली है। इस कठिन स्थिति को देखते हुए कानून व्यवस्था के मुद्दे भी सामने आए हैं, क्योंकि लोगों ने बढ़ी हुई कीमतों के विरोध में दुकानों पर धरना-प्रदर्शन का सहारा लिया है। पूछताछ करने पर दुकानदारों के प्रतिनिधियों ने तर्क दिया कि आपूर्ति बाधित होने के चलते कीमतें बढ़ना स्वाभाविक है। वे आगे तर्क देते हैं कि वास्तव में, ऊँची कीमतें वस्तुओं और सेवाओं का विवेकपूर्ण उपयोग सुनिश्चित करने में सहायक हैं, जिनकी आपात स्थिति के दौरान सर्वाधिक तत्काल आवश्यकता होती है।

(a) इसमें सम्मिलित विभिन्न हितधारकों के दृष्टिकोण से भिन्न-भिन्न मुद्दों की पहचान कीजिए।

(b) आप कौन-सी कार्यवाही करेंगे? प्रासंगिक तर्कों के साथ अपने रुख का औचित्य सिद्ध कीजिए।

(a) Various stakeholders and issues: -

① Shopkeepers

- It is a chance for them to make profit during short period of time.
- Supply is constrained, they are bound to increase price so that only people in emergency can get the resources.

② customers

- Increasing inflation could have adverse impact on their savings
- They may be deprived of basic necessity
- children may not get adequate nutrition.
- Poor and marginalized would be adversely affected.

Administration

- Quick action needs to be taken for opening up of the ~~roots~~ roads.
- Ensuring that shopkeepers are not artificially increasing the prices.
- People situation may get worse
- Law and order situation. It can lead to violence among them.
- children and vulnerable groups may be deprived of basic necessity.
- Negative news for hill district, tourism may be affected in future.

⑥

- ① State disaster Response force should be deployed in rescue and operations as soon as possible.
- ② Relevant information should be shared ~~was~~ regularly with state and central government.
- ③ Stock of food grains should be checked in the warehouses and an estimate should be prepared.
- ④ Strict action should be taken against the shopkeeper who are indulging in hoarding.
- ⑤ Police force should be ~~and~~ deployed in sensitive areas.

- ⑥ Supplies could be airlifted from other locations with the help of government.
- ⑦ A quick market survey could be done to find the true prices of in market
- ⑧ Fair price shops could be used to distribute food grains under various government scheme.

11. Recently in the wake of the coronavirus pandemic (COVID-19), we saw instances of healthcare systems being overwhelmed. Moreover, certain moral and ethical dilemmas faced by frontline workers in healthcare came to light. These dilemmas mainly pertained to limited medical resources, decisions about whom to treat in such cases, rationing of 'care', and prioritisation of patient treatments. For instance, certain countries like Italy, reluctantly supported rationing by age. These difficult questions on allocation of scarce resources and decision making by doctors - have received extensive consideration at multiple levels, and is now being considered as a serious subject to ponder over in public health morality.

In light of the situation:

(a) Give arguments both in favor and against measures like rationing by age given the overwhelmed healthcare system.

(b) Identify the principles that should guide healthcare workers facing such dilemmas in difficult times. (20)

हाल ही में कोरोना वायरस महामारी (कोविड-19) के आलोक में, हमने स्वास्थ्य देखभाल प्रणालियों के अत्यधिक भार से ग्रसित होने के उदाहरण देखे। इसके अतिरिक्त, स्वास्थ्य देखभाल में अग्रिम पंक्ति के कार्यकर्ताओं द्वारा सामना की गई कुछ नैतिक और नीतिशास्त्रीय दुविधाएं प्रकाश में आईं। ये दुविधाएं मुख्य रूप से सीमित चिकित्सीय संसाधनों, ऐसे मामलों में यह निर्णय लेना कि किसका उपचार किया जाए, नियंत्रित 'देखभाल' (राशनिंग ऑफ़ केयर) और रोगी उपचार की प्राथमिकता से संबंधित थीं। उदाहरण के लिए, इटली जैसे कुछ देशों ने अनिच्छा से आयु अनुसार राशनिंग का समर्थन किया। दुर्लभ संसाधनों के आबंटन और चिकित्सकों द्वारा निर्णय निर्माण के संबंध में इन दुष्कर प्रश्नों पर कई स्तरों पर व्यापक विचार प्राप्त हुआ, और अब इसे सार्वजनिक स्वास्थ्य नैतिकता में मंथन करने के लिए एक गंभीर विषय माना जा रहा है।

इस स्थिति के आलोक में:

(a) स्वास्थ्य देखभाल प्रणाली के अत्यधिक भार से ग्रसित होने को देखते हुए, आयु अनुसार राशनिंग जैसे उपायों के पक्ष और विपक्ष में तर्क दीजिए।

(b) कठिन समय में ऐसी दुविधाओं का सामना कर रहे स्वास्थ्य देखभाल कर्मियों का मार्गदर्शन करने वाले सिद्धांतों की पहचान कीजिए।

(a) ~~For~~ Arguments For

- ① Old age people are most vulnerable to the infection and would require immediate care.
- ② Young people with mild infection could be treated at home, this would free up space for those who required
- ③ Old age people generally suffers from other ailments like high blood pressure, diabetes and their condition may worsen.
- ④ Limited resources could be used by only limited no. of people. Rationing by age would reduce the excessive burden on doctors and healthcare.

Argument Against

- ① Right to affordable healthcare is available to everybody.
- ② People should not be discriminated on the basis of age as constitution does not provide for it.
- ③ Many young people have also been suffering from ailments which makes them equally vulnerable.
- ④ Young people may be the sole earners of the family. whole family would be disturbed if the person dies.

- (b) Principles that should guide healthcare workers facing such dilemma: —
- (1) Priority should be given to those who have an underlying health condition irrespective of age.
 - (2) Healthcare workers should be in constant touch with the administration for efficient logistic supply.
 - (3) Use of Information and technology should be promoted and more and more people should be treated at home through telemedicine.
 - (4) They should inform the government about the daily requirement of

medical equipment, oxygen etc.

(5) They should make people more aware about the disease so that people should not panic.

(6) Ensure that the ~~to~~ workforce is not affected by infection as this would further deteriorate the situation.

(7) optimisation of the resources available as much as possible and avoiding wastage.

12. You are posted as a District Magistrate in your home state. Recently, rumours have started doing rounds in your office regarding your closeness with one of the businessmen in your district who happens to be your close childhood friend. The basis of the rumours is an expensive motorbike that he has gifted to your son on his birthday. Although exchange of gifts has been happening between his family and yours for many years, but this year, it has caught public eye owing to your posting in the same district.

In this context, answer the following:

- Highlight the difference between an acceptable gift and a bribe for a civil servant.
- Give an account of the ethical issues present in the given case.
- What would be your course of action in this scenario?

(20)

आप अपने गृह राज्य में एक जिलाधिकारी के रूप में तैनात हैं। हाल ही में, आपके जिले में एक व्यवसायी जो आपका बचपन का घनिष्ठ मित्र हुआ करता था, उसके साथ आपके निकट संबंध के बारे में आपके कार्यालय में अफवाहें फैलने लगीं। इन अफवाहों का आधार एक महंगी मोटरबाइक है जिसे उसने आपके बेटे को उसके जन्मदिन पर भेंट किया था। हालांकि, कई वर्षों से आपके परिवार और उसके परिवार के बीच उपहारों का आदान-प्रदान होता रहा है, तथापि इस वर्ष उसी जिले में आपकी तैनाती के कारण इसने जनता का ध्यान आकर्षित किया है।

इस संदर्भ में, निम्नलिखित का उत्तर दीजिए:

- एक सिविल सेवक के लिए स्वीकार्य उपहार और रिश्तत के बीच अंतर पर प्रकाश डालिए।
- दिए गए प्रकरण में विद्यमान नैतिक मुद्दों का विवरण दीजिए।
- इस परिदृश्य में आपकी कार्यवाही क्या होगी?

(a) A civil servant should never receive gifts from the people especially expensive gifts.

Acceptable gifts are the gifts which does not influence the decision of a civil servant and does not force him to favour a particular group or individuals. Gifts should be symbolic in nature and should not involve cash or expensive gifts.

Bribe on the other hand is given and taken for any favour, it directly or indirectly influence the decision of a civil servant and forces him to be impartial.

(b) Ethical Issues :

① Conflict between personal life and professional life.

→ A Civil servant has to function impartially.

→ Such gifts erodes confidence of public

② Impartiality : If some contract is granted to his friend company in future people would question the credibility of civil servant.

③ A civil servant should live simple life and should not get involved in such transactions in the first place.

④ Integrity : A honest civil servant would follow moral and ethical principles in his private life also.

(c) course of action: -

① Return the motorcycle to friend.

→ This would help to restore confidence in public and credibility of civil servant.

② Advise friend to not offer any expensive gift in future.

③ Try to separate public and private life as far as possible so that it does not interfere with administration.

13. It has been argued that ethics in journalism is on a downward spiral. This is most evident in the case of media trials. There are glaring instances of yellow journalism, wherein the media bothers little about authenticity of sources, and sensationalises news to increase TRPs and gain more audience. At times, the electronic media in particular, has been found to be functioning as parallel courts, indulging in direct allegations and public vilification of the accused. In this context:

(a) Discuss the various issues associated with yellow journalism.

(b) What principles, in your view, need to be followed to make sure that media glare does not turn into a media trial? (20)

यह तर्क दिया जाता है कि पत्रकारिता में नीतिशास्त्र (एथिक्स) पतनोन्मुख है। यह मीडिया ट्रायल के मामले में सर्वाधिक सुस्पष्ट है। येलो जर्नलिज्म (पीत पत्रकारिता) के अनेक ज्वलंत उदाहरण हैं, जहाँ मीडिया स्रोतों की प्रामाणिकता के संबंध में शायद ही कष्ट उठाता है, तथा टीआरपी बढ़ाने और अधिक दर्शक प्राप्त करने के लिए समाचारों को सनसनीखेज बनाता है। कई बार, विशेष रूप से इलेक्ट्रॉनिक मीडिया को समानांतर न्यायालय के रूप में कार्य करने वाला पाया गया है, जो सीधे आरोप लगाने और अभियुक्तों की सार्वजनिक निंदा में लिप्त होता है। इस संदर्भ में:

(a) पीत पत्रकारिता से जुड़े विभिन्न मुद्दों की विवेचना कीजिए।

(b) आपके विचार से किन सिद्धांतों का पालन किए जाने की आवश्यकता है ताकि यह सुनिश्चित किया जा सके कि मीडिया की चकाचौंध मीडिया ट्रायल में न बदल जाए?

- (a) Issues associated with yellow journalism
- ① It violates the constitution and fundamental rights of the convict as he is portrayed as guilty without any trial.
 - ② It spreads hate among the people and the people may take ~~act~~ law into their hands
 - ③ Media persons are not judicial authority and such trials are against the rules and law of government.
 - ④ Electronic media allows people to voice their opinion on any issues which are often transformed into hate speeches, threats, shameful

comments about women or a particular individual.

⑤ It may promote antagonism against different regional groups.

⑥ Unregulated electronic media may function against the sovereignty of the country.

⑦ Following principles need to be taken into mind so that media glare do not turn into media trial: -

① Media should reports based on the facts and there should not be any manipulation

Authenticity of the material and.

source should be made public.

- ② Regulating agencies under Information and broadcasting Ministry should seek compliance report from media houses.
- ③ Big media houses should have an ethics officer responsible for overall compliance with the rule of law.
- ④ Content should be reviewed by the media houses before publishing.
- ⑤ Social media sites should comply with New intermediaries rules 2021.

- ⑥ A compliance officer, grievance redressal officer should be appointed as soon as possible.
- ⑦ Post or articles depicting fake news should be taken down.
- ⑧ Freedom of speech of someone should not restrict freedom of others.

14. India is one of the biggest fairness product markets in the world. A number of firms produce, advertise and sell fairness creams, marketed mainly as whitening products in the country. At the same time there have been many debates on this issue, particularly in recent times, with many arguing that such advertisements should be banned altogether.

In this context, answer the following:

- (a) What are the ethical issues involved in advertising of fairness products?
- (b) Highlight the consequences of preference for light-skinned people in a society like India?
- (c) Do you think such issues are better tackled at the societal level rather than regulating advertisements through legal and administrative measures? (20)

भारत गोरा बनाने के उत्पादों (फेयरनेस प्रोडक्ट) के विश्व के सबसे बड़े बाजारों में से एक है। कई फर्म ऐसी फेयरनेस क्रीम का उत्पादन, विज्ञापन और बिक्री करती हैं, जिनका मुख्य रूप से देश में गोरा बनाने के उत्पादों के रूप में विपणन किया जाता है। इसके साथ ही विशेष रूप से हाल के दिनों में इस मुद्दे पर कई बहसें हुई हैं, जिसमें अधिकतर का तर्क है कि ऐसे विज्ञापनों पर पूरी तरह से प्रतिबंध लगा दिया जाना चाहिए।

इस संदर्भ में, निम्नलिखित का उत्तर दीजिए:

- (a) गोरा बनाने के उत्पादों के विज्ञापन में सम्मिलित नैतिक मुद्दे क्या हैं?
- (b) भारत जैसे समाज में गोरी त्वाचा वाले लोगों के लिए वरीयता के परिणामों पर प्रकाश डालिए?
- (c) क्या आप मानते हैं कि कानूनी और प्रशासनिक उपायों के माध्यम से विज्ञापनों को विनियमित करने के बजाए सामाजिक स्तर पर ऐसे मुद्दों को बेहतर तरीके से निपटा जाता है?

(a) Ethical issues involved in advertisement of fairness product:

- ① Reinforces the stereotypes in the society about desirability of fair girls.
- ② Fairness products comes with certain side effects and damages skin.
- ③ They have led to commodification of women in marriage websites.
- ④ They tells about ^{how} ~~what~~ women should look rather than emphasizing on her other qualities.
- ⑤ ~~It~~ They induces consumerism and show off culture into the minds of people.

(b) consequences of preference for light skinned people in a society like India.

① India is diverse country with great diversity in skin colour. Such preferences enforces stereotypes ~~is~~ among the people.

② Increase divides among people of different regions. Eg: North India and South India.

③ It develops a hierarchy in the society where light coloured people are placed at top ~~and~~ despite other qualities.

④ Preferences for light coloured people in marriages and certain jobs make this identity more stronger.

- (C) Such issues would require both.
- ① Government should not outrightly ban such products but rather disincentivize them through other methods. Eg: Higher tax.
 - ② Government should include lessons in curriculum about skin sensitization.
 - ③ Mass awareness programs should be launched.
 - ④ Preferences for light coloured people in jobs should not be allowed.
 - ⑤ Such changes would require change in societal values which does not happen overnight but is a long process.

