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GENERAL STUDIES (TEST CODE : 1494)

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Medium Hindi/Eng.	English	Registration Number	322622
Center	Online	Date	19.02.21.

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		
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3	20		
4(a)	10		
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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 the quality of public officials of having strong moral principles such as honesty, integrity, etc.

Probity = Honesty + Ethical Conduct + Transparency,

Probity plays a crucial role in enhancing transparency & accountability in the administration. This happens as -

1) Ensures strict adherence to rules; & thus transparency. ~~and~~

E.g. Following strict norms while implementing a scheme prevents fund leakages.

2) Following all procedures ~~are~~ like self-disclosure norms (under RTI)

increases transparency.

3) Increases ~~an~~ public-participation in governance, which increases accountability.

4) Avoids conflict of interest situations

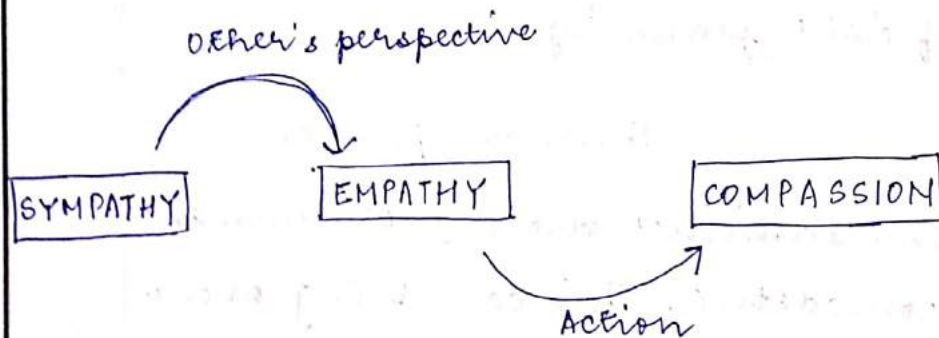
developing ethical
literacy, better work culture, vibrant
civil society, etc. can go a long way
in ensuring probity in governance.

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 is the ability to comprehend others' feelings, desires, ideas and actions; by imagining oneself in their place or by putting oneself in their shoes.

Empathy, along with an active desire to alleviate the suffering of others is called COMPASSION.



For example, Baba Amte not only had empathy for leprosy patients; he also exemplified compassion by working life-long to eradicate the stigma associated with it.

Compassion towards weaker sections is
IMPORTANT in the administration as -

- 1) To make administration more approachable for the common man.
- 2) To make policy formulation more suited to ground realities.
- 3) To shed away the colonial mindset of bureaucracy.
- 4) To have a welfare-oriented approach and more efficient planning.

Thus, compassion makes the administration more humane and accomodative. This can bring about a positive impact in the lives of Indian masses.

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।

Albert Camus said that,

"A man without ethics is like a wild beast loosed upon this world."

Ethics defines the standards of right and wrong by which we regulate our conduct: it is something that the society expects from us, but can't be imposed upon us.

Law, on the other hand, is a set of rules to regulate our conduct, which we are obligated to follow.

While law is derived from many sources, including ethics, there are times when ethics and law seem to be in **CONFLICT** with each other.

4) Ethics in conflict with law

a) Marital rape is not illegal in India yet it is unethical as it violates the dignity of women.

b) Breaking promises, lying, etc. to one

loved ones is unethical but not illegal.

c) Lying in the CV/Resume is not illegal but still unethical.

Q7 ~~Slavery~~

2) Law in conflict with ethics -

a) slavery and bonded labour till some time ago was legal yet unethical.

b) homosexuality is not unethical but was criminalized till some time ago.

c) Under adultery or homosexuality, countries like Brunei have laws of stoning to death as punishment. This is unethical.

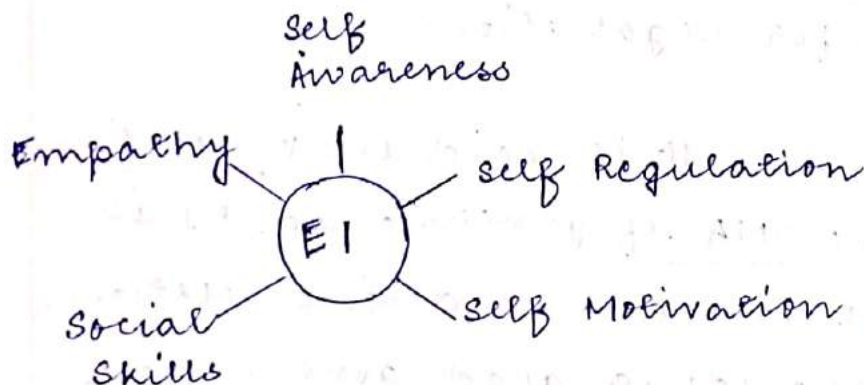
Thus, since law depends on context - time and space, a conflict between ethics and law or vice-versa is probable.

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 is the ability to perceive emotions, reason with emotions, understand emotions and to manage emotions.

COMPONENTS of EI are -



The ROLE of EI in administration are -

1) Decision Making - Ability to handle and manage emotions can lead to objective decisions.

2) Leadership and Teamwork - Avoid being overwhelmed by emotions and steer the team on the right track.

3) Crisis Management - Understand the emotions of an outraged public or their grievances.

4) Congenial Work Environment - Enhances productivity and job satisfaction

5) More efficient planning as EI gives a holistic perspective.

6) Conflict - EI provides a win-win model for negotiation

It is said that relations are the DNA of governance. EI is crucial to have conducive relations, thus providing good governance.

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

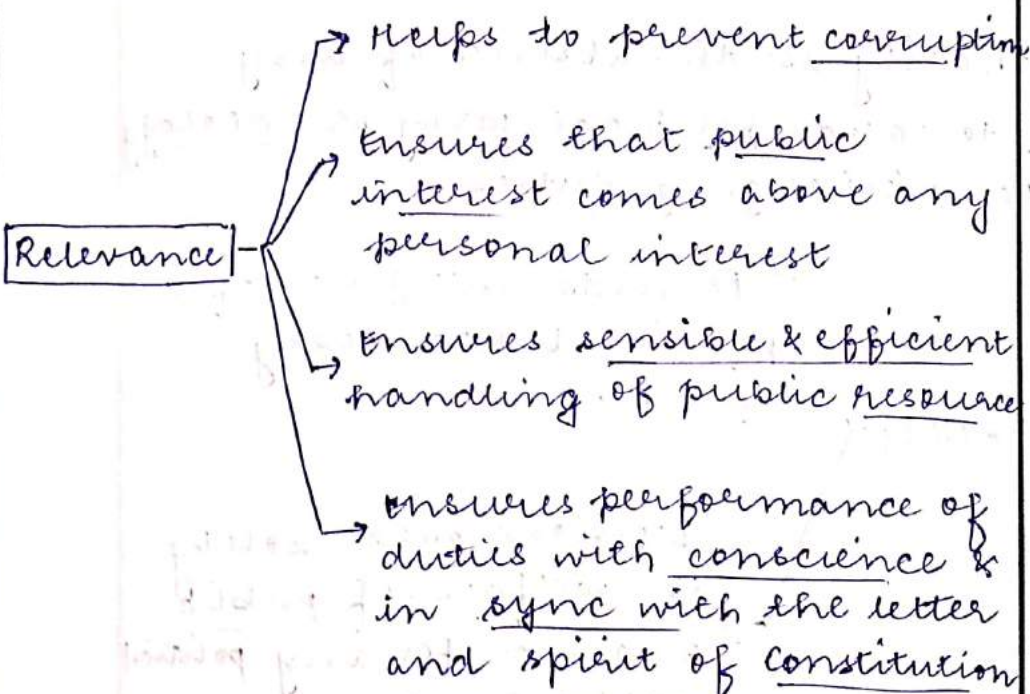
(d) Accountability and Responsibility

जवाबदेही और उत्तरदायित्व

(a) INTEGRITY and HONESTY

Integrity is a person's inner sense of wholeness derived from consistent uprightness of character.

Honesty is the quality of being fair, sincere and truthful.



(b) OBJECTIVITY and NEUTRALITY

Objectivity is the ability to judge fairly, without bias or influence, emotions or personal prejudices.

RELEVANCE

- Improves efficiency and professionalism
- Ensures robust and equitable public service delivery
- Upholds rule of law and prevents arbitrary decisions.
- Helps civil servants give honest and genuine advice and opinions.

Neutrality is the absence of any bias towards political party or ideology while discharging duties.

RELEVANCE

- Prevents emergence of a politics-bureaucracy nexus.

Decisions made solely for welfare of public and not for any political party / person.

(c) IMPARTIALITY and NON-PARTISANSHIP

Impartiality implies acting solely on the merits of the case, without being biased towards any side.

RELEVANCE

→ Ensures efficient and effective service delivery.

→ Equal treatment of all entities, no discrimination

→ Fair awards, rewards or appointments can be executed.

Non-partisanship means not taking an active participation in the politics of the day.

RELEVANCE

→ Brings public confidence in the non-political character of public service

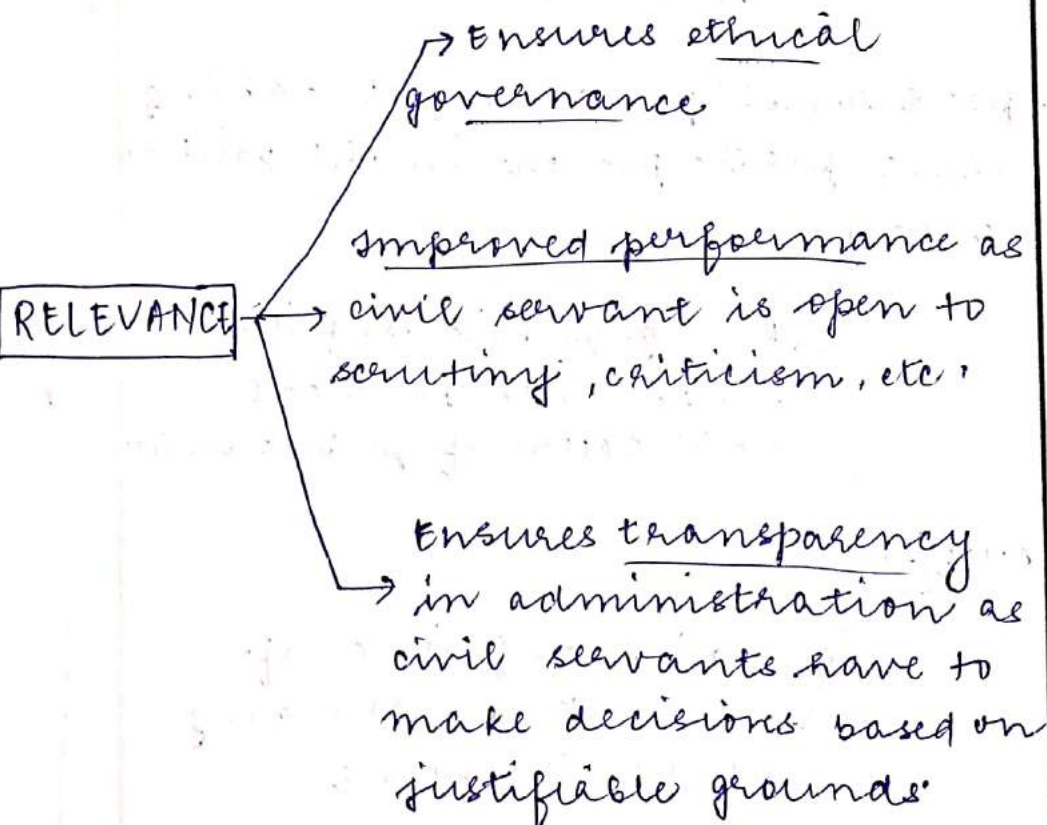
→ Wins confidence of ministers from any party in power

(a) ACCOUNTABILITY and RESPONSIBILITY

Accountability means making public servants answerable for their actions done in their course of duty.

Responsibility is a duty to deal with something such that one can be blamed if something goes wrong.

Responsibility can be seen as being accountable to one self.



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।

Lying is giving some information while believing it to be untrue, and intending to deceive by doing so.

The commonly accepted argument is that it is always morally wrong to lie. This is a deontological view, as enunciated by KANT.

REASONS

→ Lying corrupts the important quality of being human - ability to make free and rational choices.

→ It leads to erosion of trust among individuals.

→ Lying treats others as a means to achieve the liar's end.

→ Lying is wrong because it cannot sensibly be made into a moral principle.

However, the utilitarian view argues that lying is not always morally wrong. They believe that whether an act is right or wrong has to be judged by its consequences. So, if ^{enough} a lie causes harm to people, it is not wrong to lie.

For example, in a hostage situation, if the terrorists ask people the whereabouts of security forces; it's not wrong to lie.

However, this view is based on a very slippery slope because it requires individuals to judge and decide. This can ~~so~~ create problems too.

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 a learned, enduring tendency to evaluate, respond and behave in a certain way.

Aptitude is one's ability to learn/ acquire new skills.

The DIFFERENCE between them is -

Attitude	Aptitude
A state of mind towards a person, object, environment, etc.	Natural capability to acquire certain skills.
Associated with character	Associated with competence.
Determines how people perform a given task.	Determines the skills of people to do that task.
Hard to change.	Relatively easy to change.
Largely mental aspect	Both physical & mental

Attitude of a civil servant is crucial in ensuring good governance. They are expected to have -

- 1) Professionalism - An attitude of efficiency, punctuality, etc. inspires public trust in bureaucracy.
- 2) Rationality - Ability to have a holistic perspective, adaptability to change, accepting or rejecting something after a fair analysis.
- 3) Democratic Attitude - To serve the public and be more approachable.
- 4) Leadership attitude - To own the responsibility and guide the team.
- 5) Empathetic & compassionate Attitude for 'sarvodaya' (upliftment of all).

Winston Churchill said, "attitude is a little thing that makes a big difference". Thus, a good attitude goes a long way in ensuring good governance.

5. (a) How can one use Gandhiji'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?

According to Gandhiji, whenever one is in doubt while making a decision, one should think whether that decision will benefit the poorest and weakest people or not.

This talisman serves as a guiding light to all public servants. It provides a yardstick to analyse all decisions.

It can be used for resolving ethical dilemmas in day to day life as -

1) Better resource utilization - using public resources in a fair and transparent manner.

E.g. Affluent people can leave their LPG subsidies.

2) Business - Genuine abiding by corporate social responsibility, providing good working conditions.

3) Public v.s. Private Interests - Avoid spreading garbage at public places, damaging books in library, etc.

4) Policy Formulation - More inclusive policies so that benefits reach to those who need it the most.

5) Crisis Management - In times like Covid-19 pandemic, people like doctors, security forces, social workers, etc. came forward to serve the people, without thinking about their own health.

Thus, Gandhi Ji's talisman imparts a welfare-oriented approach in all decisions.

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।

Attitude is a learned, enduring tendency to evaluate, respond and behave in a certain manner.

People's attitudes are shaped by their social experience and circumstances.

1) Children emulate their parents to learn about good and bad behaviours.

E.g. They will have a low attitude towards rules if they see parents breaking traffic rules.

2) Living in a liberal family setting induce an attitude of equality toward all genders.

3) Heterogeneous societies induce a spirit of tolerance and mutual respect (for all opinions, beliefs, etc.)

4) Schools can impart a scientific and innovative attitude through teaching, curriculum, etc.

Example - In Netherlands, there is no use of plastic in classrooms. Thus students form a caring attitude towards environment.

5) Siblings, classmates, friends, etc. impart sharing and cooperation

6) Religion and economic background of individuals also shape attitudes. E.g. Middle class families - savings and importance of judicious use of resources.

Thus, a person's social circumstances and experiences have a crucial effect on their attitudes.

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) **BELIEF** - An internal feeling that some-thing is true, even though that belief may be shallow, unproven and irrational.

E.g. All doctors have a bad handwriting

(b) **VALUES** - Things that are important to someone. They form the standards that direct our conduct.

E.g. Gandhi ji's values were truth, non-violence, etc.

(c) **NORMS** - Rules or expectations that are socially enforced and guide socially accepted behaviour.

E.g. In Indian society, respecting elders is a norm.

(d) PRINCIPLES - A basic truth or any predisposition which form the basis of our behaviour and conduct.

E.g. Equality, justice, etc.

(e) MORALS - The standards of individuals for right or wrong. Derived from Latin word 'moralis' which means character. Morals vary according to time and space, and thus have lesser objectivity.

E.g. A Chinese proverb says 'loot a burning house'. But this can be considered as immoral in Indian society.

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।

The theory of utilitarianism has its origins in the political thought of Jeremy Bentham.

He argued that the greatest happiness of the greatest number determines what is right or wrong, so, that policy is the best, which Maximises pleasure and minimises pain.

This is based on Altruistic hedonism (Pleasure is the highest good).

However, utilitarianism is criticized on many grounds. Gandhi Ji called it a 'pig's philosophy'. This is because utilitarians would sacrifice the wishes of 49% of the people for the pleasure of 51%.

This makes it an exclusive theory.

Further, as Bentham argued, "Poetry is as good as pushpin". So, the pleasure of a person who's satisfied only with a cycle is at par with the one who wants a car. This is unfair.

JS Mill ~~does~~ thus made an important revision by distinguish-ing 'higher pleasures' (which are superior) and 'lower pleasures'.

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 dilemma is a situation in which there is a choice to be made between two morally valid options.

A civil servant can face any of the THREE TYPES of ethical dilemmas -

1) Personal cost Dilemma - Arises from situations in which compliance with ethical conduct results in a significant personal cost.

E.g. Jeopardizing positions held.

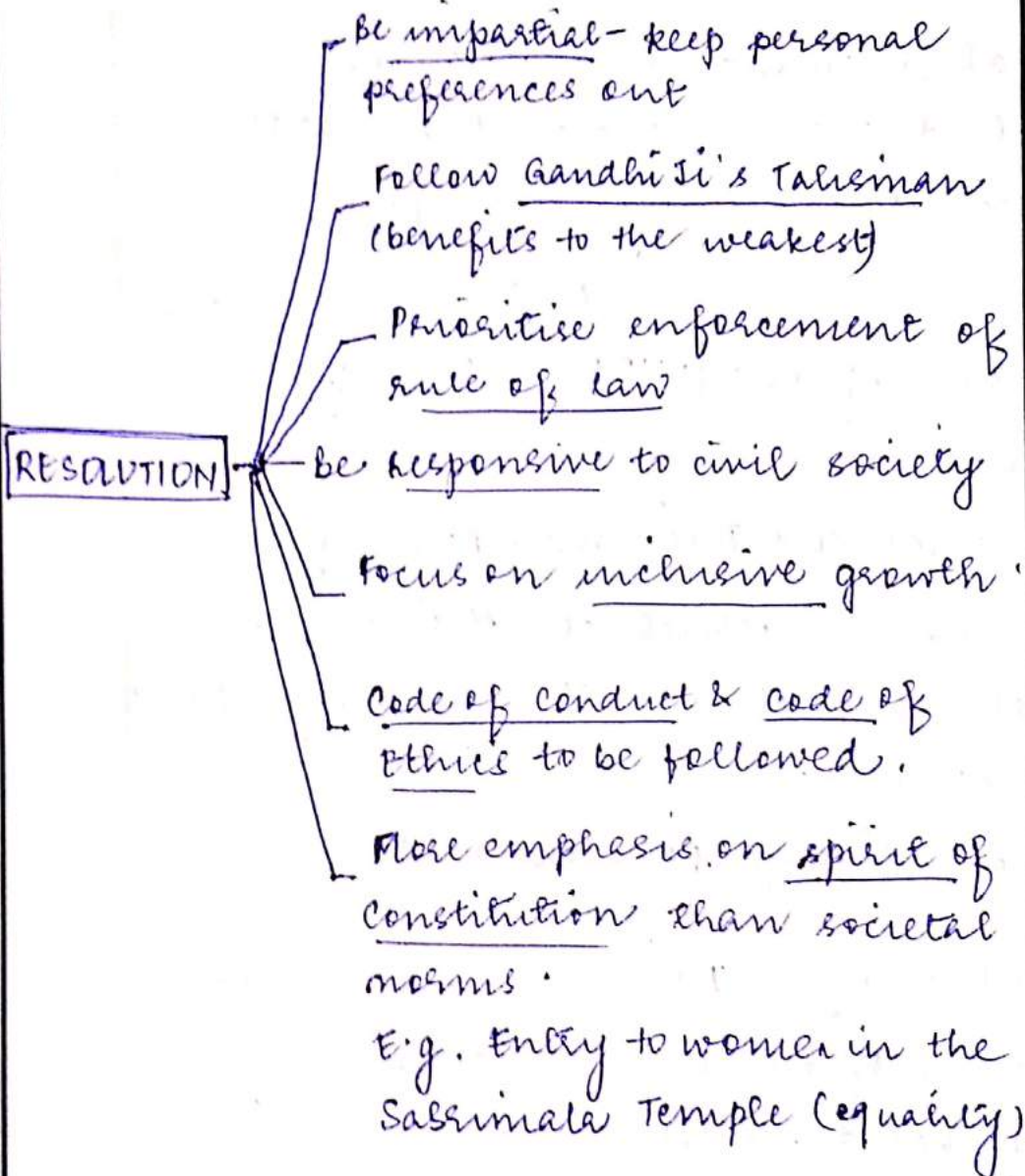
2) Right vs. Right Dilemma - Arises from situations of two or more conflicting sets of valid ethical values.

E.g. Transparency v.s. Confidentiality

3) Conjoint Ethical Dilemma - When decision maker is exposed to a combination of

above ethical dilemmas.

The **STRATEGIES** to resolve such ethical dilemmas include -



These strategies can help resolve the ethical dilemmas

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,

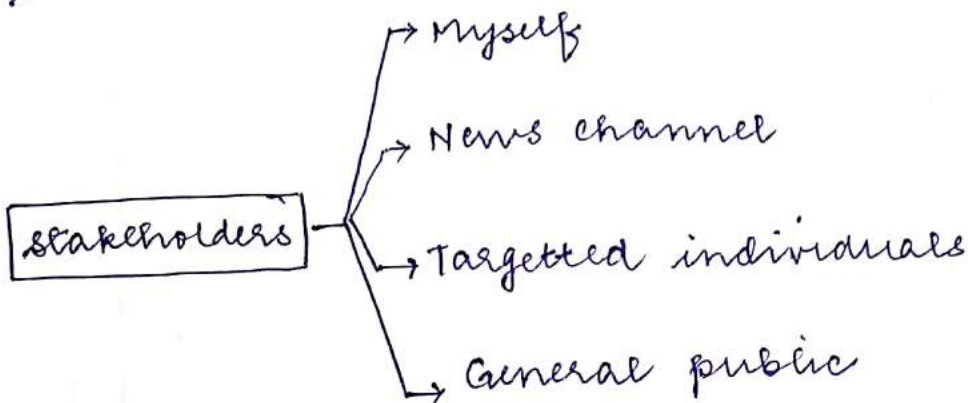
(a) इस प्रकरण में सम्मिलित विभिन्न नैतिक मुद्दों की पहचान कीजिए।

(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।

Media is considered as the fourth
pillar of democracy which aims to
empower citizens by information.
In the given case, the
stakeholders involved are -



(a) The ETHICAL ISSUES ~~THE ETHICAL~~ involved in the case are -

1) Lack of integrity in channel's management as it went back on its assurance of being the voice of the downtrodden.

2) Lack of impartiality and Non-partisanship - media is supposed to be neutral, and show all aspects. It was biased by targetting individuals.

3) Breach of Public Trust by channel as it did not give free choice to public to shape opinions; rather tried to impose a biased view on them.

4) Other reporters who left the job put their self-interest before duty towards the public by remaining silent on the issue.

(b) My OPTIONS include-

OPTION	MERITS	DEMERITS
Follow the task given by organization	My job is safe.	- I go against the journalistic ethics of integrity and impartiality as well as against my Conscience. - No job satisfaction
work with other reporters in protest	• channel can be pressurised to mend its ways • the real issues of downtrodden can be highlighted	• channel might fire all of us.
leave the job	I will not have to work against my conscience.	channel will force someone else to do the task. - I might not find new job due to economic slowdown

OPTION	MERITS	DEMERITS
Blow the whistle on the organization's working	The truth will be revealed to public channel's biased reporting can be stopped.	I can lose my job

My COURSE OF ACTION will be option (2) - work with other reporters in protest against the organization's actions.

A channel is based on its reporters. If all protest together, the cause will gain legitimacy. Management is more likely to agree due to a threat upon its credibility.

If this also does not work, ~~the reporters~~ ^I can blow the whistle ~~together~~, which ~~will~~ ^{have} might also get support of other reporters subsequently.

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। पृष्ठताछ 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।

Any crisis affects all groups of people and requires the cooperation of all to work together and sail through the situation.

(a) The various issues from the perspective of different stakeholders

STAKEHOLDERS	ISSUES
Myself (DM)	Protect the basic rights of all (like right to food) while also being fair to businesses. Maintain peace and public order checking hoarding, black-marketing.
Local Public	Ensured supply of basic necessities to survive the disaster.
Local Shopkeepers	Ensure availability of basic goods to public in times of emergency. Ensuring adequate remuneration for their goods / services.
Government	Relief and rehabilitation measures during the natural disaster

(b) The COURSE OF ACTION that I will follow is -

1) Since flash floods and landslide have occurred, maintaining public order is pertinent, otherwise panic can create further problems.

I will first ask the police force to prevent any picketing or violence.

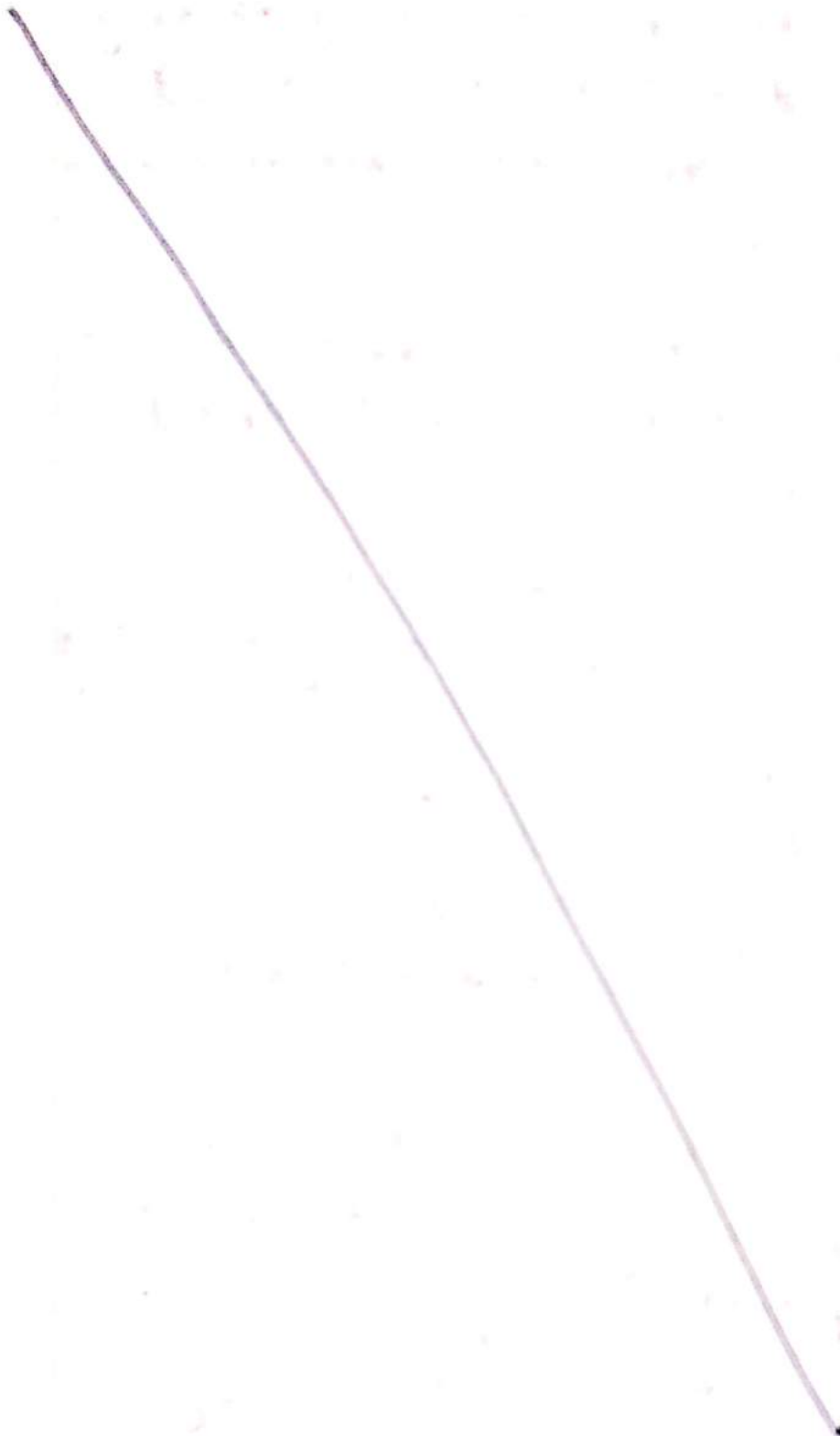
2) This will be followed by a meeting with local people, elders, etc. to assure them that prompt steps are being taken to address their concerns.

3) Then I will do a reality-check on the demand and supply situation of the area.

4) Based on a fair assessment, I will meet the shopkeepers and ask them to check the increase in prices in ~~an~~ proportion to the crisis.

- a) Teams can be made to check any hoarding and black-marketing.
- b) Essential Commodities Act can also be enforced.
- 5) Disaster relief funds of the district can be used to ease out supply constraints.
- 6) Indiscriminate use of goods and services can be ensured by preventing panic-buying.
- a) Channels of communication with civil society to be kept open to keep them in loop about ~~real~~ the situations.
- 7) Request the government to send in supplies by alternate sources and expediate relief measures.

Thus, in this way, concerns of all stakeholders can be addressed.



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 आवंटन 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।

The covid-19 pandemic was a 'once-in-a-century' crisis which shook the foundations of healthcare systems in many countries.

(a) Owing to limited availability of healthcare resources in the context of rapid spread of coronavirus, some countries went for prioritization of patients based on AGE.

Arguments in FAVOUR of this are -

- 1) Youth are considered to be a country's future. They will be able to contribute more to post-pandemic recovery (in terms of workforce, etc.)
- 2) Chances of survival of young people are more as elderly patients can also have age-related other health problems.
- 3) It is believed that the older people have already had a fair share of life experiences. But the young peoples have barely lived their life, and pursued their ambitions.

Arguments AGAINST this are -

- 1) Human beings cannot be treated as means (to ~~for~~ contribute towards betterment of economy). They are ends in themselves.
- 2) All people, regardless of age, have equal worth and equal right to life.
- 3) Forcing healthcare workers to choose some patients over other can demotivate them and affect their mental peace. This can decrease their efficiency & job satisfaction.

(b) The PRINCIPLES, that should guide healthcare workers facing such dilemmas in difficult times are -

1) Non-discrimination among patients with similar medical issues (regardless of age).

(a) However, patients requiring urgent attention can be prioritised.

2) Inclusivity - Ensure treatment of all, regardless of economic backgrounds. Denial of treatment to a person due to inability to pay encroaches upon their right to life (Article 21).

3) Transparency - in treatment, tests, admission of patients, etc. Being open to public scrutiny can also discourage medical malpractices.

Thus, any response in such times needs to be ethically justified and must be based on CONSENSUS of all stakeholders.

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:

(a) Highlight the difference between an acceptable gift and a bribe for a civil servant.

(b) Give an account of the ethical issues present in the given case.

(c) 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 मोटरवाइक 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:

(a) एक सिविल सेवक के लिए स्वीकार्य उपहार और रिश्तों के बीच अंतर पर प्रकाश डालिए।

(b) दिए गए प्रकरण में विद्यमान नैतिक मुद्दों का विवरण दीजिए।

(c) इस परिदृश्य में आपकी कार्यवाही क्या होगी?

The exchange of gifts between friends and families is an age-old practice in India. This conveys feelings of affection, respect and gratitude towards each other.

(a) The involvement of a civil servant as a party to giving/ taking gifts certainly rings some alarm bells, due to rising corruption.

The civil service CONDUCT RULES differentiate between an acceptable gift and a bribe. It says -

• "No government servant shall accept or permit any member of his family or any other person acting on his behalf to accept, any gift".

• On occasions such as weddings, anniversaries, etc. when gift is in conformity with religious or social practice, gifts can be accepted. But if its value exceeds Rs 25,000, a group A officer must inform this to the government.

• In other cases, gifts beyond Rs 3000 shall not be accepted, without government sanction.

Any gift which does not satisfy the above-mentioned criteria, will be considered as a bribe.

(b) ETHICAL ISSUES present in the given case are -

- 1) Perceived corruption - Puts the reputation of civil servant in particular, and government in general.
- 2) Faith in and credibility of the administration is eroded.
- 3) Impartiality and objectivity of the civil servant can be dented.
- 4) Such rumours might also affect the personal relationships between me and my friend.

(c) My COURSE OF ACTION in such a scenario is -

1) I will talk to my friend and explain him the entire situation. I will return the gift to him after talking to him.

(2) I will address the public (through media) and clarify the issue, if asked to do so.

(3) I will report all the gifts that I have received to the government.

(4) I will talk to all my friends and relatives (since I am posted in my home state) to take care that any such gifts shall not be given to me, that go against the conduct rules.

This will go a long way in ensuring that no such action takes

place that would affect the
credibility of services.

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?

media is considered to be the FOURTH
PILLAR of a democracy. It acts as
a watchdog of public interest.
It also works to equip citizens
with unbiased information.

With penetration of
electronic media, media has
become a crucial and constant
part of our lives.

(a) YELLOW JOURNALISM implies media where Noise is replacing information dissemination.

Facts are under-reported and huge attempts are made to woo the audience.

The various ISSUES associated with this are-

1) Fuels fake news and rumours as information is unscientific and unverified.

2) Sensationalization of News -

(a) Based on exploiting sentiments or situation of people.

(b) News can get manipulated in the process of ornamentation.

3) Impartial News selection - real issues of the marginalized get side-lined.

4) Media Trials - Media becomes the 'arbitrator of truth'. This leads to-

(a) Defamation of the accused even before proven guilty.

E.g. Rhea Chakraborty (actress) being defamed in Sushant Singh Rajput case while trial is going on.

(b) Influences in jury's/judges' opinions and decisions.

E.g. Jury got influenced by media propaganda in KM Nanavati case.

(5) Reporting loses its objectivity.

(a) Against spirit of democracy

(b) Denies citizens' right to information.

(b) The PRINCIPLES that should be followed to prevent media glare from turning into a media trial include -

(1) ~~show~~ Holistic Perspective - covers all aspects of the story instead of focussing on one aspect only.

(2) Respect Personal space - Avoid dragging people's personal lives into public without their consent.

(3) Respect sanctity of Police investigation - Avoid disclosing evidence or finding in public while trial / investigation is going on.

(4) Accuracy - Properly research and verify facts before broadcasting them.

(15) Impartial and independent -
Ensure that channel does not
become a platform for propaganda
of any vested interests (political,
business or cultural).

Thus, media needs
to self-regulate itself in order
to maintain its legitimacy.

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 बरीयता 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?

Indian society has traditionally
had certain biases. one such bias
attributes superiority to our fair
skin tone. Accordingly, India
has a thriving market for
fairness products.

(a) The ETHICAL ISSUES involved in marketing fairness products are -

(1) Discrimination - Creates artificial and imposed notions of superiority based on skin tone. This is against human dignity and is discriminatory.

(2) Perpetuates gender-based exploitation - Since marketing is mainly targetted on women; skin colour serves as a tool to exploit women with darker skin tones.

(3) Misrepresentation - Most such marketing is ~~targetted~~ based on unscientific and exaggerated notions which deceive people, encouraging them to use such products.

(b) The CONSEQUENCES of preference for light-skinned people in society are -

(1) Discrimination - People with darker skin are likely to face discrimination in various ways: ~~list~~ ~~are~~

(a) Mental health - This can demotivate and even depress dark-skinned people.

(b) Marriages - women with dark skin face various issues like -

- (a) Rejection in marriage
- (b) high demands of dowry.
- (c) Physical and mental abuse in matrimonial homes.

(4) Social stigma - People with dark skin are also subject to racist or derogatory remarks.

(c) In case of such issues, while media marketing does aggravate the problem; this actually reflects a deep-seated prejudice at the societal level.

A response to tackle these issues, therefore, should address both the aspects.

At the MARKET level,

a) Advertisement Standards Council of India (ASCI) has issued guidelines to address this issue. However, these are not being adhered to.

b) The Ministry of Information and Broadcasting should step in to regulate the advertisers.

At the SOCIETAL level,

a) Campaigns like #ColourMeRight can spread awareness regarding the irrelevance of skin colour.

b) Other strategies of persuasion like documentaries on the issue

can also contribute towards
behavioural changes.

The issue of skin
disease is a sensitive one, which
concerns all of us. Holistic and
systematic efforts should be
made to address this at the
earliest.