

GENERAL STUDIES, MAINS 2017

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

Discuss -

Ans.1(a) Accountability refers to public scrutiny over officials in governance system.

It is considered one of the pillars of good governance. Accountability ensures that government is working to the best interest of the people in accordance with the rule of law.

There are many ways of ensuring government accountability, the most prominent of them being democratic decentralization. It refers to centre of

①

power lying within public realm, i.e., a power structure where people actively participate in governance rather than being passive recipients to it.

For example, citizen charter is one such measure, where service delivery is decided upon after consultation with the public. Right to Information, where citizens can ask for relevant information from government. Annual report card by respective departments, is another measure.

These measures ensure that people are not only recipients of services, but actively participate in its implementation. A governance system where, people are aloof from decision-making tends to ignore accountability resulting in poor governance.

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

Ans.1(b) Compassion means having the heart to feel the problems of others. A compassionate person, not only has to ability to feel the emotions, sufferings as well as joys of others, he/she has active willingness to become a part of them, share their joys and divide their sorrows.

Compassion is an essential quality of public officials too in following ways:-

→ Compassion allows civil servant to feel the problems of the poorest of the poor.

Since, public service goals put this section in forefront of delivery, civil servant can better realize these goals.

→ Large section of population is still unempowered. They do not possess the capacity to articulate their issues. Thus compassion will lead to an active involvement from side of official towards vulnerable population like children, women, disabled.

→ Illiteracy is still an issue of Indian rural mass. Compassion will allow public official to better ~~not~~ understand their problems.

→ Compassion will allow public official to not only deliver, but also able to gather feedback from people, even when it is not actively given.

Compassion as a value is also recommended by 2nd ARC commission and is one of the pillars of public value system required in civil servant.

(5)

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

Ans.2(a) The recent ban on red beacons by government has been actively in news. Now only blue beacons will be used and that too in emergency services like ambulance, police jeep etc to end VIP culture. Many people have been calling this a symbolic gesture:-

→ VIP culture is inherent in mindset of people as well as officials. Only beacon ban will not lead to elite behaviour by public officials. Ex. Misbehaviour by a politician at airport is a proof.

(6)

→ Beacon ban doesn't entail monitoring measures. Still many vehicles in remote areas actively use the red light.

→ Beacon ban is only one of the ways in which VIP culture is displayed. Party flag on cars, painted windows, as well as actively publicity of one's position are other measures.

Nonetheless, ban is an active step in numerous measures that are being taken and in line to end this attitude of privilege.

→ It has been symbolic, but a symbolic warning to the high-handedness of public officials.

→ It is a reminder to them, that they are servants of public not their masters.

→ It will have good impact in boosting confidence of general public and their empowerment bringing officials to an equal footing.

(7)

Overall, beacon bon is
definitely a starting step to end the
VIP culture and needs to be appreciated
in its spirit.

(8)

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

Ans. 2(b) India having vast diversity and a traditional social system faces numerous social issues which are detrimental to individual as well as country's progress.

Many measures are being taken to raise the consciousness of people and change their attitude towards regressive practices, financial incentives being one of them.

→ Financial incentives help the unwilling participants who may be against such practices, but do not have financial capability to fend them off. Ex→

Beti Bachao Beti Padhao Yojana has ~~help~~ helped numerous girls, whose parents would have married them off, unable to bear their monetary burden of education.

→ Many regressive practices like bull fighting / animal torture which people do for earning livelihood can be popped with financial incentives.

→ Financial incentives also allow empowerment of people; through education and making them self-sufficient which helps to focus on larger questions of life.

However, financial incentives are just one component and that too insufficient one. Real change can only happen through awareness and education of masses - Thus, parallel and multi-pronged approach has to be applied.

Also, it has to be ensured that financial incentives are used for their intended ends.

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

Ans.3(a) In India, people face ethical dilemmas on a day to day basis ranging from trivial matters to matters as important as bribe for fudging passport application.

In this scenario, the complex and often incomprehensible legal system is a big hindrance for people to take the right decisions - $\Rightarrow$ many people in road accidents resist taking victims to hospitals owing to following dilemmas:-

- $\rightarrow$ What if the process takes too long?
- $\rightarrow$ Will I have to bear expenses?
- $\rightarrow$ What if I am stuck in police verification?

→ What I have in return for helping stranger?

In this scenario a clear and well publicized law protecting the helpers can go a long way. The a law for good samaritans has following purpose:-

→ To ensure that they have assurance of hassle-free process and are relieved of responsibility as soon as they want.

→ To ensure that they are not disturbed after their acts, from their normal routine.

→ To incentivize them through publicity or maybe small but effective remuneration.

Good Samaritan Law proposed for this purpose is well meant and highly needed, but it has to be ensured that the law is well publicized and known to every citizen.

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

Ans.3(b) Public shaming refers to active publicity for a crime that has been committed making it a matter of national humiliation. Recently, names of directors of shell companies have been released. In this scenario, following ethical issues are involved.

→ Ensuring deterrence vs. dignity of an individual. Indian constitution ensures dignity of each individual, including criminals.

In this scenario public shaming may be against fundamental right to dignity

→ Ensuring privacy of individual. Bringing

the crime actively into public may be infringing on private life of individual.

→ Disproportionate punishment:- Facing mental trauma of public humiliation may not be fit punishment for crimes like petty theft.

→ Right to forget:- Public humiliation may lead to perpetual memory of crime in mind of public especially in digital era. This may disrupt future life of criminal.

Thus, public shaming as an effective measure of curbing crime rate may only be effective in specific cases in reality and that too after due process of investigation. Public shaming of directors when the matter has not been fully resolved may be detrimental to innocent people.

Further public shaming may push people in dark underbelly of ignominy and may further push them towards crime.

Ans. 4(a) Gunnar Myrdal in his book 'Asian Drama' called South Asian countries 'soft states'. According to him, these states were too soft on crime and ensuring discipline which led to rising corruption and increased crime rate and was detrimental to their development.

He attributed following factors for their rise.

- Corruption as a carryover from colonial era.
- The lawlessness & civil disobedience these states observed during freedom struggle.
- Politicians commanding obedience from people in a society where lawlessness is a norm and a culture.

~~However~~, If we look even today we find traces of such characterizations. corruption is still prevalent, political-bureaucratic nexus, elitism among politicians & public officials, vestiges of national movement like dharnas, picketing etc.

However, it may be difficult to put India into such a characterization even today owing to various steps like anti-corruption measures, good governance measures, strict rule of law etc.

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

Ans. 4(b) Intolerance has been rising of late in India. It refers to being antagonistic to view which do not conform to your own. Lynchings of minorities, murders of journalists & rationalists has become a norm.

Such intolerance is primarily linked to two main factors:-

→ Prejudice: Prejudice against people from different castes, religion, gender as well as against different worldviews.

Ex. Recently, there was violence on Dalits

in Saharompur when they raised their voice against oppressive practice. Minorities are increasingly targeted for their food habits..

→ Value judgements:- People who do not conform to your values, have been targeted.

Ex. murder of rationalists like Dabholkar

by right-wing sections for speaking against their ideology. Honour killings and rapes of women for going against social norms

Thus, measures have to be taken to counter intolerance:-

→ Awareness:- Spreading fraternity as well as cross-cultural knowledge and solidarity.

→ Education:- Spreading values of tolerance since early childhood will ensure a more educated society.

→ Rule of law:- Any incident of lawlessness should be strictly dealt with to deter any future actions.

Intolerance in a country which is known for its tolerant society & global outlook is an anathema. We as a society should converge on values of democratic spirit of tolerance.

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

Ans.5- It is often said that corruption is a part of Indian culture and Indian ethos. This view though controversial is not without its basis. It has been seen that acts of corruption have become more acceptable among public.
Ex:-

→ Bribe during passport approval.

Even when officials forget, people often remind them of bribe.

→ Bribe during license of vehicles.

It is often understood, that getting a license is ~~often~~ impossible without bribe.

Such mindset of 'rightful' ownership over bribe of public officials has been owing to following reasons:-

- Perception of public services and offices negatively.
- Long culture of corruption since British era. People have now become used to and consider it as regular social norm.
- Loose surveillance and monitoring emboldens officials further.
- Aware point coupled with lack of grievance redressal lets the citizens down who have no other option to pass their essential files

Thus, the issue cannot be passed as mere cultural problem.

Strict steps like strengthening Prevention of Corruption Act, Lokpal Act, proper grievance redressal and educative awareness of citizens is need of hour.

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

Ans.6- Public services are coveted and most sought after in India, where people often leave their well-paid private jobs to enter this domain.

Following factors lead to such behaviour.

→ Service to vulnerable sections:- Many people consider it as most effective means to alleviate poverty and sufferings

→ Social prestige:- The covetedness of these services lead to increased fame and respect for civil servants.

→ Power:- Power to command important functions of country as well as power over numerous people is another push-factor.

→ Money:- Many people seek earnings under the table. The prevalence of corruption makes public services money-making bags for many.

Public servants carry out important tasks of inclusive development and thus it is imperative to keep them motivated through following

→ Lower political interference.

→ Giving them more flexibility and ownership of their work.

→ Ending culture of corruption and hierarchy.

→ Make services more professional and goal oriented

→ Increased remuneration

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

Ans. 7(a) Corporate governance refers to management of firms & enterprises in principles of good governance ensuring transparency, accountability and shareholder value.

Public sector enterprises have following factors to adopt corporate governance principles

- Handling public interest, thus they need efficient working of organization to maximize public utility
- Representative of government - Good governance in PSUs increase overall

legitimacy of government

→ Shareholder:- Government being a major shareholder making the entire nation as one. Thus stakeholder value should be held at prime.

(b) PSEs face following challenges w.r.t. corporate governance:-

→ Bureaucratic apathy:- The management is often resistant to change. Also, owing to large corruption in PSEs, management is likely to go all out against good governance measure.

→ Government being both shareholder as well as management of PSEs entail conflict of interest which makes implementation of these measures all the more difficult.

Q. 8 (a) How can emotional intelligence help in coping with intense pressure and occupational stress faced by police officers and armed forces in discharge of their duties? (b) What are some of the concerns in incorporating and assessment of emotional intelligence skills in public services?

Ans. 8. Emotional intelligence (EI) refers to the ability of recognizing, analyzing and managing our emotions as well as that of others to make everyone's life more fulfilling:-

(a) Thus EI can help police & armed forces in following ways:-

→ To maintain personal vs public life owing to demanding job & often disparate work timings

→ To maintain calm and composure during situation of life threatening.

and make calculated decisions.

→ To deal with innocent and suffering victims of crime & war, understand their problems & respond effectively

→ To ensure correct decision-making during situations of dilemma. Ex → individual rights over national interest.

(b) Concerns in incorporation of such assessment:-

→ The resistance of civil servants and bureaucracy

→ Lack of proper criteria and EQ being a subjective quality may be hard to assess.

→ Sometimes the situation may demand hard decisions like interrogation in ticking bomb situation where emotional intelligence may become detriment to executing duty.

Ans. 9(a) The issue here is of individual ethics vs organizational competence & duties. The situation has following stakeholders:-

→ Women:- Barring women from employment opportunity is anathema to social equality and gender empowerment.

Employment is a way for women to increase their independence, security & dignity.

→ Government:- Company not hiring female employees will be detrimental to government drive of social equity and may deter them from taking progressive steps in future.

→ I as the manager and individual:-

Such step is against my beliefs of ethics and detrimental to my conscience.

Also I as manager of organization cannot allow unethical practices.

→ Senior management:- They want to increase company's cost-competitiveness. However, barring 50% of population may be detrimental to organization's interest in long run.

(b) In this scenario, I as recruiting manager face following dilemmas:-

→ Organizational duty of upholding instructions of management vs my personal ethical framework.

→ Dilemma between my duty as citizen of country vs my duty towards organization.

→ Dilemma of upholding organizational ethics vs competence and cost management.

(c) Thus following options are available
(1) Keeping quiet and implement the orders of senior management.

② → Lodge official protest, as well as meeting to emphasize on matter of ethics and integrity over short-term profits. If management doesn't listen, raise the issue with District Collector asking him to implement mandatory hiring of females by companies as well as steps to deter.

③ Resign from company in protest.

④ Hire female employees against decision.

⑤ Expose company in media

I will go with step no. ② in this scenario.

→ It is good for women, government society and also organization in long run thus fulfilling greatest good for greatest number.

→ It is good for deontological i.e., in principle approach.

→ It will save my duty as well as job towards organization & towards nation as well.

Ans-10(a) The ethical issues involved are following :-

→ Ethics of medical service, where patients are considered as cash-cows and profit-making is given precedence over health.

→ Flouting of rules and code of conduct as given by Indian Medical Association

→ My duty as a friend to ensure the utmost well-being of my friend

vs my protest against such unethical practices carried out.

→ Ethics of governance owing to poor public hospitals

(b) The option of capping of fees is often protested by hospitals owing to following reasons:-

→ They charge market prices and thus are not putting arbitrary cost.

→ Capping will lead to deterioration in quality of services which will be detrimental to health of patients.

→ It will lead to disincentives for private players thus curbing much needed medical infrastructure & services.

Thus, capping of fees may not be reasonable & feasible as government still doesn't have capability to fill gaps if left by private sector.

(c) Hence, several steps need to be taken to ensure society's interest of cheap & quality healthcare:-

→ Encouraging more private players and institutions, thus leading to competition and reduction in market prices

→ Ethical practices like transparency in pricing, portal containing prices of all service providers, so that patients can choose cheapest service.

→ It will also lead to more competitive prices

→ Increase medical insurance encouraging

both private players as well as increasing governmental insurance.

→ Strategic purchases of private services like leasing public hospital spaces to private players as proposed by NITI Aayog.

→ Greater regulation of private sector in ensuring unethical practices are curbed.

→ Boosting public health services, infrastructure and quality in long run.

There is an urgent need to reconcile social interests with those of private players to ensure greatest good of greatest number.

Ans. 11 (a) Ethical issues involved are following :-

→ My duty as district magistrate to regulate public order like traffic services vs to ensure livelihood of vulnerable section.

→ Issue of greatest good of greatest number vs. categorical imperative.

Greatest good of greatest number command
I take care of majority section of society & curb transgenders' prodice.

Categorical imperative commands, I uphold interests of minorities who are one of the most suppressed sections of society.

~~Ans. 12~~ (b) The attitude of people against transgenders has been vehemently negative. Transgenders are looked with loathe, suspicion and disgust.
→ They are often denied employment

opportunities.

- They are denied treatment at hospitals resulting in high disease prevalence and deaths.
- They are also harassed by public administration, police and even lawyers.

This attitude is owing to following reasons:-

- An attitude of intolerance towards people who are different.
- Apathy of administration & failure of government in raising social awareness & giving transgenders life of dignity.
- Public activities in which transgenders are involved, like harassment and crimes in some cases.
- Ancient Indian texts where transgenders are often depicted as non-humans.

(b) Thus, following courses of actions
can be taken:-

→ To severely curb transgenders activities
in public, issue warning to them.

↳ Merits:- Public order, traffic
management & relief to commuters.

↳ Demerits:- Further suppression of
transgenders. Further, they may adopt criminal
activities to ensure their livelihood.

→ Keep allowing their practice.

↳ Merits:- Continued livelihood for
transgenders.

↳ Demerits:- Harassment of general
public. It may lead to public conflicts
if citizens retaliate against transgenders.

→ Thus, I will call upon transgender
representatives and issue them stern
warning against any public harassment.

↳ I will further increase police
presence in traffic nodes to prevent

Any such practice happening.

↳ I will further raise awareness among public to bring solidarity among all sections of people and evoke empathy for transgenders.

↳ I will work towards rehabilitation of transgenders and towards their inclusion in society at large.

Ans-12- (a) The case provides following circumstances & issues:-

- Need for NGO to protect its existence and ensure salary to staff.
- Possibility to expose genuine case of corruption and protect environment.
- However, the issue is also of NGO ethics of following independent approach.

Thus, Mr. X is not correct in accepting the money owing to following reasons:-

- It is not confirmed if corruption has indeed happened in this case.
- Issue is of transparency in working of NGO. NGO is working in people's interest & accept donations from them.
- Thus, any quid-pro-quo basis donation is detrimental to public interest.
- It will set a bad image for NGOs.

overall if issue comes out. It may lead to suppression of Mr. X's NGO by government.

→ It will set a bad precedent for organization in future.

→ It will impact independence of NGO.

(b) In the light following course of action should have been taken:-

① First, the information should have been fully verified and confirmed with proper access to records.

② If the information turned out to be false, Mr. X should politely refuse the donations as well as the offer.

↳ He should further notify govern-
ment of the situation, so that the company
comes under scanner.

③ ↳ He should notify the owner of contributing to organization in transparent manner if genuinely interested.

③ If information turns out to be correct :-

↳ Mr X should first notify the government with a report comprising full facts and information.

↳ If government refuses to take any action, I will lay out the report to the local government as well as to the concerned bureaucracy and ensure that public is well aware of the corruption & flouting of norms.

↳ I will then ask the owner of donating company to transfer funds only through legitimate channels in transparent way and ensure that I file returns of the same.

④ I will continue to seek for more funds if need be through legitimate channels.

Thus, it will lead to fulfillment of my duty as upholder of public interest.

bring floating company to book, decrease
corruption as well as help my organiza-
tion in a legitimate & transparent manner

If company denies to donate
it may have repercussions for organization
but will ensure that we maintain
public interest, independence & dignity

Ans. 13. (a) The stake holders are following:-

→ Citizens:-

↳ Women:- The ban may have led to more peaceful home environment for them as well as saving of family expenses.

↳ Alcohol drinkers:- The ban may have curbed their personal choice. However, it may be beneficial to them in long as well as short-term.

→ Alcohol sellers & companies:- It will impinge on their revenues. Further local shops will be out of business and there will be loss of employment.

→ Administration:- It will lead to increased workload on them in implementing ban as well as checking in illegal sales. There will be reduced cases of accidents & domestic violence, but cases

of underground activities may increase.

→ Government:- lead to loss in taxation, loss in tourism and employment. Underground activities will be additional burden. However, health expenditure may reduce.

(b) Ban on alcohol is definitely a step of right intention intended to raise public welfare & measure of deontological approach. However, its aim of greatest good of greatest numbers may not be feasible.

→ loss of employment to many

→ loss of social expenditure which come through taxation on alcohols.

→ Increased crime rates owing to illegal trade & underground activity

→ Illegal & poisonous hooch which may increase deaths & health issues

→ Ban may not be effective & sale will continue.

E) Following issues may arise while enforcing ban:-

- Public protests upholding their freedom of choice.
- Protests from liquor shops & companies
- Rise of mafias and illegal traders.
- Difficult to check every household.
- Manning borders of neighbouring states from where alcohol may be imported.

Thus, I will take following

steps:-

- I will raise awareness campaigns to emphasize how the ban will positively impact families & savings on health
- I will ensure that cross-border & inter-state consignments are duly scanned and implement infrastructural & technological measures for the same.
- I will strive to create additional employment opportunities through

government schemes for imported traders.

→ Community participation in checking illegal trade as well as consumption.

→ Open rehabilitation centres as it will be difficult for addicts to leave the habit immediately.

→ Increase police to check underground activity & bolster intelligence measures.

Ans-14(a) Following ethical issues are attached with clinical trials:-

→ Issue of animal trials and their rights, as these trials are often dangerous & result in severe mental trauma for animals.

→ Issue of rights of human subjects (Deontological) vs. greater good of humanity (Consequential)

→ Issue of corruption in government which should not be supported at any cost.

→ Issues of exploitation of underdeveloped nations

(b) Shifting of trials to a third country solely for the purpose of approval is not ethical.

→ Rights of under-developed countries have to be upheld and their vulnerability should not be exploited
→ Rights of humans as individuals.

as law rules does not mean their life is endangered. Human trials should only be after due process.

→ If technology is not upto mark but is still given approval then, it may endanger life of millions..

(C) Thus, following framework should be followed :-

→ Animal trials should be conducted with full protection & precautions.

They should not be hurt during process.

→ The credibility of regulations regarding human trials should be checked. They should have due process ensuring safety of human subjects.

→ Human subjects should be properly appraised of their rights.

→ Due process of trials should be defined ensuring holistic efficacy of

technology.

- Above procedure should be followed regardless of country. If home country's regulations are too strict, then third country's regulations should be process-compliant.
- The entire procedure should be laid out in full public view.
- Adequate compensation to human subjects if any side effects emerge.
- In long-term, if the procedure of regulatory compliance of home country should be adequately studied and government should be appraised of loopholes.
- These loopholes should be filled after coming together of all stakeholders.