VISION IAS

www.visionias.in

GENERAL STUDIES (TEST CODE : 1056)

Name of Candidate	GUNJAN DWIVEDI		
Medium Hindi/Eng.	ENGLISH	Registration Number	323294
Center	ONLINE	Date	5-08-2018

INDEX TABLE

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

Total Marks Obtained:

Remarks:

INSTRUCTIONS

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 तथा 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 that 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।

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

Answer the following questions in not more than 150 words each:

1. **(a)** Explain the significance of the following in the context of civil service: **10**
   (i) Public trust
   (ii) Objectivity
   (iii) Strength of character
   (iv) Empathy
   (v) Selflessness

   सिविल सेवा के संदर्भ में निम्नलिखित के महत्व की व्याख्या कीजिए:
   (i) लोक विश्वास
   (ii) वस्तुनिष्ठता
   (iii) चरित्र की दृढ़ता
   (iv) समानुभूति
   (v) निस्वार्थता

Ans 1(i) PUBLIC TRUST forms the foundation of civil services. The very purpose of civil services is to ensure effective delivery of services and efficient policy implementation for the welfare and well being of the citizens. Public trust reflects the satisfaction along with the faith in policy execution, thereby furthering the morale of civil servants.

ii). OBJECTIVITY brings out the significance of specificity and unbiased, untainted

behavioural attitude and conduct of a civil servant. It is important for value free analysis of a situation and choosing the best course of action.

iii) STRENGTH OF CHARACTER - helps in strong, deliberate and well reflected course of action without any discripancies from individualistic as well as professional ethics, thereby establishing a harmonious behaviour and conduct.

iv) EMPATHY - is the bedrock of any form of service. It not only helps in better analysis and understanding of a situation but helps a civil servant to be well averse with the hard realities of social existence. However, our indulgence can affect objectivity.

v) SELFLESSNESS - the foremost attitude of a civil servant is to think, work and act for the welfare and wellbeing of others, taking into account the socio-economic realities. Helps in effective discharge of duties.

1. (b) Do you think nation states owe a responsibility towards asylum seekers? What are the considerations that should, in your opinion, go into the making of a refugee policy? Provide arguments with contemporary examples. 10

क्या आप मानते हैं कि शरण चाहने वालों के प्रति राष्ट्र राज्यों की जिम्मेदारी होती है? आपकी राय में, शरणार्थी नीति निर्मित करते समय किन विषयों पर विचार किया जाना चाहिए? समसामयिक उदाहरणों के साथ तर्क प्रदान कीजिए।

Ans1. What characterises nation states is territory, sovereignity and people. It's these persons that reflect the aspirations and value ideals of a nation state, either through a written document like the Constitution or the laid down conventions.

It is not the nation-state that owes responsibility towards asylum sekers, but the citizens, by virtue of being human beings, celibrating the ideals of humanity, who owe the real responsibility. After all nation states are nothing but the representation of collective will of the citizens.

REFUGEE POLICY must be pragmatic, while effectively balancing the overall objective of providing humanitarian

assistance, not merely material but psychological and affectional, along with the socio-economic realities. The policy must be egalitarian and reflect principles of equity. There should be no discrimination grounded on narrow vested interests. Application of John Rawls' "DIFFERENCE PRINCIPLE" would be the ideal to strive for.

With regards to the issue of Rohingya refugees, India must accept the asylum seekers, adhering to the principle of "VASUDHEV KUTUMBAKAM", while simultaneously ensuring safety mechanisms to ensure internal security is not compromised.

Don't write anything this margin

2. (a) Why do civil servants have a special obligation to uphold ethical standards? What are the main areas of concerns for implementation of an effective ethical standard in civil services? In this context, suggest measures to remedy these concerns. 10

नैतिक मानकों को बनाए रखने के प्रति सिविल सेवकों का एक विशेष दायित्व क्यों होता है? सिविल सेवाओं में एक प्रभावी नैतिक मानक के कार्यान्वयन हेतु चिन्ताओं के प्रमुख क्षेत्र क्या हैं? इस संदर्भ में, इन चिन्ताओं को दूर करने हेतु उपाय सुझाइए।

Ans 2: Ethical standards are nothing but moral yardsticks to keep a check on personal along with work ethics. Civil Servants reflect the epitomy of virtuousness. The so called obligation comes naturally and inherently because of the nature of work. Civil Servants adhere to ethical standards to ensure effective, objective, unbiased, people centric and efficient delivery and discharge of duties.

The main areas of concern is the subjectiveness of ethical standards. Ethics are value laden and need to be clearly spelt out [illegible] of professional ethics [illegible] on [illegible]

his personal ethics along with the work ethics. What is right for one might be source of oppression for another.

——— × ———

2. (b) While families are the first socializing agents, which inculcate moral values in a child, the role played by schools in this regard is also indispensable. Discuss. 10

यद्यपि परिवार समाजीकरण के प्रारंभिक अभिकर्ता होते हैं, जो बच्चे में नैतिक मूल्य अंतर्निविष्ट करते हैं, फिर भी इस संबंध में विद्यालय द्वारा निभाई जाने वाली भूमिका भी अपरिहार्य होती है। चर्चा कीजिए।

Ans 2 (b)

Socialization is the process of inculcating values, culture, traditions and behavioural patterns. The foremost agency of this life long process is family.

On account of vicinity and strong sense of affinity family provides the basic framework of societal attitudes and behaviour in a child. He/she learns manners, values and morals.

However, it is the school that polishes and strengthens the ground moral and attitudinal framework. Role played by school :-

i) Learning : this is the primary function of school. To promote

an attitude of pursuing knowledge.

ii) Behaviour and conduct:
School through its various instruments of discipline frames the conduct of children. It inculcates the right behavioural patterns and lays the elements of professionalism through the student-teacher relations

iii) Sports and team work: Along with other co-curricular activities a child learns to act and work in a team as well as develop sportsmanship.

iv) Creativity and inquisivity: Ample opportunities are provided to display one's talents and develop confidence.

v) peer pressure promotes healthy competition

vi) Friendship - child develops strong bonds outside family.

Although it is important that schooling provides the right and balanced ecosystem else it can have negative effects.

3. (a) What is the significance of morality in day-to-day life? Give an example from your own life where you chose moral action and elaborate the reasons for your choice of that action. 10

दैनिक जीवन में नैतिकता का क्या महत्व है? अपने स्वयं के जीवन से एक उदाहरण दीजिए जहाँ आपने नैतिक कार्यवाही का चयन किया और इस कार्यवाही के चयन के कारणों का सविस्तार वर्णन कीजिए।

Ans 3(a)

Morality refers to the values that provide the foundations for determining what is right and wrong. It provides the ethical mechanism of control and choosing the right course of action.

In day to day life, marred by various challenges, dilemmas and conflicting situations, morality helps in treading on a path that aligns with both the individual as well as social value-systems.

Example:

Right when my class XII, Board examinations were across the corner, I got to know that my domestic helper's daughter

also has her X Board examinations in a few days. She was under prepared on account of the time she spent helping her mother.

What I should have been doing :-

Class XII results would play a very defining role in my future. Without any distractions, I should be denoting my full attention on my studies.

What I did : I realised the girl is is need and help. ~~She~~ Her future was as important as mine. So I took out few hours everyday and assisted her with her studies.

Reasons :

> Helping others is the foremost moral behaviour that can not only help change her life but provide me with a sense of service towards wellbeing of others.

> Her situation was not on account of her actions but poverty and social reality. Realising my privileges and being grateful for them it was my moral duty to provide her with basic assistance.

3. (b) Analyse the ethical dimensions of using nuclear deterrence as a self defense strategy. 10

आत्मरक्षा की एक रणनीति के रूप में परमाणु अवरोधन (निवारण) के [illegible] नैतिक आयामों का विश्लेषण कीजिए।

Ans 3 (b)

Nuclear deterrence is the policy employed in international politics based on mutually assured destruction grounded on the very potency of nuclear weapons.

The various ethical dimensions of using nuclear deterrence are as follows :-

i) Is it justified to ~~use~~ use such a weapon of mass destruction to meet political ends? Wars are not fought by common citizens or to fulfill their aspirations. Wars and notions of insecurity are on account of false calculations and propagandas.

ii) The very threat of the use of nuclear weapons has a chilling affect. ~~sin~~ It creates an atmosphere of fear and insecurity.

iii) Self v/s others: The protection and preservation of self is not justified at the cost of life of thousands of individuals, especially the civilians.

iv) Human beings aspire a peaceful ~~and so~~ life. Nuclear weapons and the threat of their use is antithetical to this.

Thus, nuclear weapons although being called as "weapons of peace" on account of establishing balance of terror, bring forward various challenges and ethical questions as manifested in its environmental impact, loss of life and property at unprecedented levels, the global terrorism and fear of falling in the "wrong hands" perspective. The fact that they have been used once prone there are no effective checks on their use.

—X—

4. (a) We make a living by what we do, but we make a life by what we give. 10

(i) Highlight the importance of value of altruism for a society.

(ii) Discuss the role of education in imparting such values.

जो हम करते हैं उससे अपनी आजीविका अर्जित करते हैं, [illegible] जीवन निर्मित करते हैं।

(i) समाज के लिए परोपकारिता के मूल्य पर प्रकाश डालिए।

(ii) ऐसे मूल्यों को प्रदान करने में शिक्षा की भूमिका की विवेचना कीजिए।

Ans 4(a)

To make a living is to provide for one's economic and basic needs to be able to live beyond mere survival and existence. To make a life is to live with the availability of choices and fulfill one's goals and aspirations. It consists of not just consuming and living a utilitarian life but helping and serving others.

i) Altruism refers to selfless love and concern for others. It not only helps in meeting the needs of the helpless and deprived but inherently serves to satisfy one's humanistic virtues. Altruism promotes aid, charity, donations

and voluntary contributions. Not only materialistic wellbeing but promotes a sense of care and affection ~~for~~ in those who are lonely and downtrodden.

ii) Role of education in it :-

Education is the means through which a child learns what is right and wrong, what is desirable and not. It promotes the grounding societal values of love and care. Right education shapes the attitude and judgemental framework of a child. These values tend to entrench during this socialization phase and determine the course of behaviour and choices, throughout an individuals life.

—— x ——

4. (b) Giving examples, examine the relationship between personal and professional ethics of civil servants 10

उदाहरण प्रस्तुत करते हुए सिविल सेवकों के व्यक्तिगत एवं पेशेवर नैतिकताओं के बीच संबंधों का परीक्षण कीजिए।

Ans 4(b)

Personal and professional ethics form the two extremities in the course of action and behaviour of a civil servant. Maintaining the right balance between the two is very important.

Examples :

i) The foremost example of conflict between the two is when it comes to spending time with one's family against the duty calls. A civil servant's primary task is to redress the grievances of citizens to ensure their well being. This is an arduous task and can take not only the prescribed working hours but even more. This in

turn affects the role of a civil servant as a father/mother, brother/sister etc.

ii) On the other hand, personal ethics can play a complementary role as well. Effectively being able to balance family life along with work life ~~will~~ provide a sense of satisfaction, afterall a healthy family/personal life plays a very important role in keeping the civil servant motivated and encouraged. Further personal ethics like honesty, self reliance, diligence, assiduousness play an important role in the effectiveness of professional ethics like discipline, loyalty towards duty and service.

—— X ——

5. Given below are two quotations of moral thinkers/ philosophers. For each of these, bring out what it means to you in the present context.

नीचे नैतिक विचारकों/दार्शनिकों के दो उद्धरण दिए गए हैं। इनमें से प्रत्येक के लिए स्पष्ट कीजिए कि वर्तमान संदर्भ में आपके लिए इसके क्या मायने हैं।

(a) If people scrutinize their own faults as they do the faults of others, mankind will be freed of all evil. 10

लोग जिस प्रकार दूसरों की गलतियों की समीक्षा करते हैं, [illegible] की भी समीक्षा करें, तो मानव जाति सभी बुराइयों से मुक्त हो जाएगी।

Ans 5(a)

It is very easy to point a finger at others, highlighting their faults, mistakes and non-adherent behaviour. Here, one adopts a neutral, unbiased and value free analysis of the other's conduct.

On the other hand if one looks at oneself with similar attitude, he/she will be able to set his/her behaviour right and emerge as a righteous individual.

However, this is easier said than done. In the present

age of consumerism and materialism that promotes the idea of atomistic - pleasure - seeking man, one fails to see and assess the loopholes in one's character on account of being consumed with the notion of self.

Criticizing others without any attempts at self reflection creates further atmosphere of animosity and hatred.

Thus it is important that we first bring a change in ourselves before attempting to change others by highlighting their faults.

———— x ————

5. (b) Courage is the first of human qualities because it [illegible] guarantees the others.

साहस प्राथमिक मानवीय गुण है क्योंकि [illegible] है।

Ans 5(b)

Courage refers to the attitude of facing challenges and unforseen situations with grit and inner strength without fearing defeat or loss.

If one is courageous, it will promote selfless behaviour as one is able to face life situations without the self conceited doubts and fears, that only serve to impede the course of action.

Courage is the first of human qualities as it provides the groundwork and lays down the path of action. For

example, if one is courageous he will relentlessly take the right course of action as per his value systems. Taking the first step is often the most difficult thing. If one overcomes that, other steps follow.

———— × ————

6. How do law and conscience act as source of ethical guidance? Explain with examples. 10

कानून और अंतःकरण नैतिक मार्गदर्शन के स्रोत के रूप में कैसे कार्य करते हैं? उदाहरण सहित व्याख्या कीजिए।

Ans 6.

Law refers to the laid down rules, regulations, codes of conduct grounded on conventions and Constitutional values. Laws are in consonance with the Constitution or the Conventions, thus, reflect the will of the people. As pointed out by Rousseau, obeying the laws is nothing but obeying the real will of the people.

Conscience refers to the inner and inherent system of checks and balances, that determines right from wrong.

As laws are nothing

but will and aspirations of people, they are ultimately reflections of people's consciousness.

For example laws against theft, abuse, violence, murder etc are nothing but sanctions against the acts that are treated as wrong or undesirable by the conscience as well. Laws are armed with the legitimacy of state which promotes obedience. Conscience on the other hand is something that is a mental exercise.

Thus conscience which gets reflected in laws acts as an effective source of ethical guidance.

——— X ———

7. Differentiate between the following using examples. 10

(i) Wants and Needs

(ii) Ethics and Etiquette

उदाहरणों के साथ निम्नलिखित के बीच भेद कीजिए:

(i) इच्छाएँ एवं आवश्यकताएँ

(ii) नैतिकता और शिष्टाचार

Ans 7 (i)

Wants and Needs are the two sides of the same coin. Wants refer to the innumerable desires that an individual has. Wants are unlimited and ever evolving. Needs on the other hand are the basic or essential requirements of an individual. ~~Needs~~ Fulfillment of needs is necessary to lead one's life. For example, having a job to be able to have a source of income to meet the basic needs of a family is NEED, whereas wanting a

fulfilling job with better pay, allowances and perks is a WANT. Thus needs are essential, wants are aspirational.

ii) Ethics refer to set of values that determine right from wrong. These are moral standards. Etiquettes are behavioural patterns that are acceptable and desirable socially. For example telling the truth, not stealing or hurting others are all manifestations of ethical behaviour. On the other hand talking with the right conduct and socially acceptable and respectable choice of words is an attribute of etiquettes.

—— X ——

8. Good corporate governance is not an end in itself. It is a means to support economic efficiency, sustainable growth and financial stability. Discuss. 10

उत्तम कॉर्पोरेट प्रशासन अपने आप में साध्य नहीं है। यह आर्थिक दक्षता, सतत्पोषणीय विकास और वित्तीय स्थिरता को प्रोत्साहित करने का एक साधन है।

Ans 8.

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

9. A hilly state witnessed torrential rains leading to loss of life and property. Apart from the local inhabitants there were tourists stranded in large numbers. With the supply chains broken and increased demand, it was observed that local shopkeepers started selling essential goods at very high prices. With a very restricted possibility of being evacuated in the coming few days, the stranded people feel helpless. A crumbled governance infrastructure in remote areas has multiplied the extent of their agony. Given this situation, answer the following questions. **20**

(a) Identify the various stakeholders in the case and give a reasoned account of their interests. (Given the administrative, market and ethical perspective of viewing the situation, do you think there is a conflict in the priorities of these stakeholders?)

(b) Suggest ways to harmonize competing interests in order to resolve the issues, provide relief and prevent escalation of conflict.

एक पहाड़ी राज्य में मूसलाधार वर्षा होने के कारण जान-माल की हानि हुई। स्थानीय निवासियों के अतिरिक्त बड़ी संख्या में पर्यटक फंसे हुए थे। आपूर्ति श्रृंखलाओं के टूट जाने और मांग में वृद्धि होने के कारण यह देखा गया कि स्थानीय दुकानदारों ने आवश्यक वस्तुओं को अति उच्च मूल्यों पर बेचना आरंभ कर दिया। आने वाले कुछ दिनों में वहाँ से निकाले जाने की अति सीमित संभावनाओं को देखते हुए फंसे लोग स्वयं को लाचार अनुभव करने लगे हैं। दूर-दराज के क्षेत्रों में जीर्ण-शीर्ण शासन अवसंरचना ने उनकी व्यथा को और भी अधिक बढ़ा दिया है। इस परिस्थिति को देखते हुए निम्नलिखित प्रश्नों के उत्तर दीजिए।

(a) इस प्रकरण में विभिन्न हितधारकों की पहचान कीजिए और उनके हितों का तर्कपूर्ण विवरण प्रदान कीजिए। इस परिस्थिति को देखने के प्रशासनिक, बाजार (आर्थिक) और नैतिक परिप्रेक्ष्य को देखते हुए क्या आप यह मानते हैं कि इन हितधारकों की प्राथमिकताओं में परस्पर विरोधाभास है?

(b) इन मुद्दों के समाधान करने हेतु प्रतिस्पर्धी हितों के बीच सामंजस्य स्थापित करने, राहत प्रदान करने तथा संघर्ष को और अधिक बढ़ने से रोकने के उपाय सुझाइए।

Ans 9 :

The core issues involved in this scenario are safeguarding the life and property of those stranded in the course of

natural disaster as well as setting the right and prioritized course of action to be taken.

(a) The various stake holders are as follows :-

i) Local inhabitants - those who are residing in the area. These can be further divided into :-

↳ local residents and families: their core interest lies in safety ~~and~~, protection and evacuation.

↳ local shopkeepers - along with the cats who consider this as an opportunity to make further money.

Interest :

↳ immediate interest is in money making. Increased demand while limited supply enables them to ask

Administrative perspective :

effective rescue, ~~and~~ relief and rehabilitation. Conducting immediate rescue operations, prioritising the needy (children, women, elderly).

Market perspective :

Increased demand with limited supply raises prices of commodities. Businessmen are opportunistic individuals with the aim of increasing profits.

Ethical perspective :

- Safeguarding all the citizens
- helping others (including strangers)
- providing care and promoting rescue efforts

There exists a conflict between the three perspectives. Administration focuses on effectiveness, market focuses on profitability and ethics emphasises on selflessness.

for ~~ent~~ exorbitant prices for essential items. Long term interest is in safety.

ii) Tourists - people who have come to visit the place temporarily. These can be sub-categorised as following :-

↳ Old and elderly along with families with children - interest is in immediate shelter and evacuation.

↳ Young tourists - like hikers, trekkers or young adults who had come for adventure and recreation:
Their immediate interest is in ensuring safety and security of the more needy like children and aged.
Long term interest is in their safety and security.

Ans(b): Here the role of the administrative machinery comes into play. It is important to harmonize the competing interests.

> The foremost step is to provide rescue and relief to those under immediate threat, that is those along the flow of water. The priority is to rescue them.

> Secondly, put a check on practices like exploitation of tourists and needy at the hands of local shopkeepers by effectively providing relief food packages in an equitable manner, yet determined by need principle.

> Use means of communication like radio to discharge the message that help is on its way and will reach at the earliest. Further, use this means

to promote harmony among people. ~~and~~ This will result in easing out panic and distress, simultaneously ensuring people are not getting exploited at the hands of shopkeepers.

Thus the administration needs to take a pro-active role.

—— x ——

just medical determination of gender and putting a ban on it to discourage sex selection and resultant female feticide, but several societal questions.

Not simply a legal issue :

Ban on sex-selective abortions is not grounded on the fact that it is illegal but on the fact that various ethical factors are into play. Laws reflect the needs of changing times.

Ethical issues involved :

↳ sex v/s gender - sex is natural, gender is societal

↳ Right to life of the foetus

↳ Societal concerns like daughters being treated as secondary on account of patriarchy and evil practices like dowry.

Don't write anything this margin (इस भाग में कुछ न लिखें)

10. The steady decline in sex ratio suggests that marked improvement in the economy and literacy rates do not seem to have had any impact on this index. In fact, the availability of new technology and its easy access for the urban, wealthy and educated have worsened the trend and harmed the status of women in Indian society. 20

(a) Explain why the phenomenon should not be simply viewed as a medical or legal issue and more attention should be given to the ethical issues involved.

(b) Give some suggestions to tackle the problem of declining sex ratio.

(c) Discuss the ethical dilemma involved in Right to abortion vs. Prevention of female foeticide. How can this be resolved?

लिंगानुपात में निरंतर गिरावट यह संकेत देती है कि अर्थव्यवस्था एवं साक्षरता दरों में उल्लेखनीय सुधार के परिणामस्वरूप भी इस सूचकांक पर कोई प्रभाव पड़ना प्रतीत नहीं हो रहा है। वास्तव में, नई प्रौद्योगिकी की उपलब्धता और शहरी समृद्ध एवं शिक्षित लोगों तक इसकी आसान पहुँच ने इस प्रवृत्ति को और बिगाड़ा है तथा भारतीय समाज में महिलाओं की स्थिति को क्षति पहुँचाई है।

(a) व्याख्या कीजिए कि क्यों इस परिघटना को मात्र एक चिकित्सीय या विधिक मामला नहीं समझा जाना चाहिए और इसमें समाविष्ट नैतिक मुद्दों पर अधिकाधिक ध्यान दिया जाना चाहिए।

(b) घटते लिंगानुपात की समस्या से निपटने हेतु कुछ सुझाव दीजिए।

(c) गर्भपात का अधिकार बनाम कन्या भ्रूण हत्या निवारण में समाविष्ट नैतिक दुविधा पर चर्चा कीजिए। इसका समाधान किस प्रकार किया जा सकता है?

Ans 10 (a)

Declining sex ratio is not simply a medical issue :

Naturally the fertility and sex determinism of male and female is 1·05 :1, thereby implying a natural inclinations towards male. Thus there is a complexity of reasons and factors involved. It is not

Thus the core issue lays in the socio-ethical outlook. It is not a legal or medical question. Despite of existence of laws that criminalize practices like Sex-determinism, femal foticide, etc, such evils continue to exist. The real task is to bring about a change in the value systems and attitudes. However, this is not an easy exercise. It requires long term change. The foremost step is to promote education that will promote right attitudinal and moral framework. Further schemes like Beti Bachao, Beti Parhao are steps in the right direction.

(b) Suggestions to tackle the problem:

i) Promote awareness regarding existence of laws and rights of girls along with schemes like Beti Bachao, Beti Parhao, Sukanya Samriddhi Yojana.

ii) Zero tolerance towards practices like female foticide, dowry deaths etc.

iii) Educating, not just the girls but ensuring effective universalization to bring about a change in the value systems.

iv) Providing opportunities for women empowerment and promoting their involvement in decision making. Schemes like Stand Up India, Mahila Haat are steps in the right direction.

v) Giving and highlighting examples of rolemodels like successful

women in different fields.

And(c)

Ethical dilemmas involved:

> Choice of parents to have a boy or a girl.
> choice of mother to have the baby or not v/s the choice of husband or that of family.
> choice of the couple v/s choice of the family
> life of the yet to be born baby and the right over his/her life on the mother and others.

How can it be resolved:

> Short term issue :- to keep a check on practices like female foeticide laws and guidelines need to be effectively implemented.

Laws - to criminilize the act
guidelines/medical ethics - to prevent doctors from disclosing the gender identity.

> The long term solution is to bring an overall change in attitude and values of the society as a whole and establishing an egaitarian society. The foremost step is right socialization through right values being promoted in family and in school.

—— x ——

11. You are the officer-in-charge responsible for monitoring allotment of foodgrains under the Public Distribution System to BPL families in a given district. A group of BPL families in the district claim that they have been denied ration from fair price shops due to non-linking of Aadhar card with their BPL cards. They remark that the government and officers concerned are not empathising with their situation and stage a silent protest. Further, the incident is also being linked to similar instances in other areas of the country where people were denied access to PDS benefits due to similar reasons. The government receives a lot of criticism for this incident on social media networks. You are now in a conundrum, as you are aware that the BPL families need to get foodgrains on time. However, as a government officer, you also need to follow the prescribed rules. Media scrutiny has further aggravated the situation and you realize you need to tread carefully. **20**

Based on the information above, answer the following:

(a) List the issues in the given situation that the parties involved are facing.

(b) What step(s) will you take in the situation to ensure that the demands of the aggrieved persons are met without violating the rules?

(c) In this context, briefly discuss how the poor in the country currently face digital exclusion and its consequence(s).

आप एक जिले में BPL परिवारों को सार्वजनिक वितरण प्रणाली (PDS) के अंतर्गत खाद्यान्न आवंटन की निगरानी करने हेतु जिम्मेदार प्रभारी अधिकारी हैं। जिले में BPL परिवारों के एक समूह का दावा है कि अपने BPL कार्ड को आधार कार्ड से न जोड़ने के कारण उन्हें उचित मूल्य की दुकानों से राशन देने से मना कर दिया गया है। उनका कहना है कि सरकार एवं संबंधित अधिकारी उनकी स्थिति से समानुभूति नहीं रखते हैं और वे मौन विरोध प्रदर्शित करते हैं। इसके अतिरिक्त इस घटना को देश के अन्य क्षेत्रों में घटित इसी प्रकार की घटनाओं से जोड़कर देखा जा रहा है जहां ऐसे ही कारणों से लोगों को PDS से लाभ प्राप्त करने से वंचित कर दिया गया था। इस घटना के कारण सोशल मीडिया नेटवर्कों पर सरकार की अत्यधिक आलोचना हो रही है। अब आप विकट समस्या में फंस गए हैं क्योंकि आपको ज्ञात है कि इन BPL परिवारों को समय पर खाद्यान्न की आवश्यकता है। हालांकि, सरकारी अधिकारी होने के नाते आपको निर्धारित नियमों का पालन भी करना है। मीडिया जाँच से स्थिति और भी बिगड़ गई है और आपको अहसास होता है कि इस मामले में आपको सावधानीपूर्वक आगे बढ़ना पड़ेगा।

उपर्युक्त जानकारी के आधार पर निम्नलिखित प्रश्नों के उत्तर दीजिए:

(a) दी गई परिस्थिति में शामिल पक्षकारों द्वारा सामना किए जा रहे मुद्दों को सूचीबद्ध कीजिए।

(b) इस परिस्थिति में, नियमों का उल्लंघन किए बिना पीड़ित व्यक्तियों की मांगों की पूर्ति सुनिश्चित करने हेतु आप कौन-सा/से कदम उठाएंगे?

(c) इस संदर्भ में, संक्षेप में चर्चा कीजिए कि देश में निर्धन लोग वर्तमान समय में डिजिटल अपवर्जन (बहिष्करण) और इसके परिणाम(मों) का सामना किस प्रकार करते हैं?

Ans(a) The various issues involved are as follows :-

(i) Officer in charge - responsibility of effective allotment of foodgrains according to the rules and regulations

(ii) BPL families without Aadhar linkages unable to get ration.

(iii) As an officer, the duty lays in welfare and wellbeing of all. Thus a way needs to be figured out to help those families who are unable to get rations. This has to be according to the rules.

And(b) Steps to be taken :

i) Assess the situation to see how many families are there under similar situation.

ii) Send a message across to

get the right number of families without Aadhar linkages

iii) Depending on the number either set up a camp to ensure Aadhar linking or categorically explain the process and procedure to the families, to get their Aadhar linked.

iv) Ensure that all left over families get their Aadhar linked and assist them in the needed documentations.

Ans(c)

Digital exclusion refers to the deprivation on account of digital illiteracy and inaccessibility to digital infrastructure. The existential digital divide further exacerbates the situation.

Digital divide
↓
Knowledge divide
↓
policy divide
↓
development divide.

Consequences :

> unable to access various social schemes and their benefits like financial inclusion, Direct benefit transfers etc.

> Inaccessibility results in deprivation and failure of policies in meeting their ends.

> poor fail to avail the various opportunities.

———— x ————

12. You are working as a senior doctor in the oncology department of a super specialty hospital located in Delhi. While accessing the quotations from reputed pharmaceutical companies to hospitals, you unearth a nexus between pharma firms and the hospital administration. You get to know that they are hand-in glove with each other and trying to fleece cancer patients by selling drugs at exorbitant prices, even though low cost alternative drugs are available in the market. Being the head of Alliance of Doctors for Ethical Healthcare, who is working against the arbitrary price regime of life saving drugs, you get a chance to represent your case before the Health Minister of your state. However, certain other doctors of the Alliance have asked you to present a distorted reality in front of the Minister since they are obtaining pecuniary benefits from such a scheme of nexus, which would cease if the nexus gets exposed. **20**

(a) Identify the main stakeholders and ethical issues involved.

(b) Analyse the possible solutions for addressing the issues.

(c) What would be your final course of action and why?

आप दिल्ली में अवस्थित एक सुपर स्पेशलिटी अस्पताल में ऑन्कोलॉजी विभाग में एक वरिष्ठ चिकित्सक के रूप में कार्यरत हैं। प्रतिष्ठित दवा कंपनियों द्वारा अस्पतालों को दी जाने वाली संविदा दरों (कोटेशन्स) को प्राप्त करने के दौरान आप दवा कम्पनियों और अस्पताल प्रशासन के बीच मिलीभगत का पता लगाते हैं। आपको पता चलता है कि दोनों की मिलीभगत हैं और वे अत्यधिक उच्च कीमतों पर दवाइयां बेच कर कैंसर रोगियों को लूटने का प्रयास कर रहे हैं, जबकि बाजार में कम मूल्य वाली वैकल्पिक दवाएँ उपलब्ध हैं। जीवन रक्षक दवाओं की मनमानी मूल्य व्यवस्था के विरुद्ध कार्य करने वाले, अलायन्स ऑफ़ डॉक्टर्स फॉर एथिकल हेल्थकेयर के प्रमुख होने के नाते आपको यह मामला अपने राज्य के स्वास्थ्य मंत्री के समक्ष प्रस्तुत करने का एक अवसर मिलता है। हालांकि इस अलायन्स के कुछ अन्य चिकित्सकों ने आपसे मंत्री के सामने वास्तविकता को तोड़-मरोड़ कर प्रस्तुत करने के लिए कहा है, क्योंकि उन्हें इस सांठ-गांठ की योजना से आर्थिक लाभ प्राप्त हो रहे हैं, जो मिलीभगत के प्रकट हो जाने पर बंद हो जाएंगे।

(a) इसमें समाविष्ट प्रमुख हितधारकों एवं नैतिक मुद्दों की पहचान कीजिए।

(b) इन समस्याओं को हल करने के लिए संभावित समाधानों का विश्लेषण कीजिए।

(c) आपकी अंतिम कार्यवाही क्या होगी और क्यों?

Ans(a) The main stakeholders are as follows :-

i) The patients, depending on those life saving drugs.

ii) Pharmaceutical firms } NEXUS
iii) Hospital administration }
iv) Me, as a senior doctor and Head of Alliance of Doctors for Ethical Healthcare.
v) Other doctors, ~~burning~~ vitiated interests.

Ethical issues involved :

↳ life of patients depending on the affordable accessibility to the life saving drugs. This
↳ comes in light of the question of healthcare v/s profitability.

↳ Patients in super speciality hospital ~~so~~ might be able to afford the expensive drugs. But the ethical question is, 'Is it right to promote material gains over healthcare and medical ethics?'

↳ Representing this case before the Health Minister and bringing an end to such malpractices by shedding light ~~out~~ on it v/s professional ethics of being part of the organisation and promoting its vital interests

↳ personal v/s professional ethics - not bringing it out would result in conflict in personal ethics.

Ans(b) Possible Solutions

(i) Presenting a distorted reality in front of the minister.

Merits :

↳ not go against the fellow doctors

↳ profit for the hospital

Demerits :

↳ failure to shed light on the malpractise - a lost opportunity
↳ enacerbate the nexus by sending a wrong message. Such a behaviour can be assessed as an indirect approval.

(ii) Not approaching the minister at all.

Merit:
↳ serve the interests of doctors
↳ No distortions or false reports and assessments need to be provided.

Demerits:
↳ lost opportunity to redress an unethical happening
↳ personal conflict and dilemma
↳ failure to stand up for the right cause ~~and~~ as the Head of Alliance.

iii) Presenting the true state of affairs.

Merits:

~~Ans~~ ↳ ending the malpractise
↳ standing up to the post of a senior doctor and head of Alliance

Demerits:

↳ Going against the interests of fellow doctors and the hospital administration
↳ Affect the profitability of the hospital
↳ fear or threat of loss of job.

Ans(c) Final Course of Action

Being the head of Alliance of Doctors of Ethical Healthcare along with being a senior doctor it is imperative and a moral duty to follow the right course

of action and abide by the medical / doctor ethics. I would prepare the right report, with the required facts and details and present it before the Health Minister to enable him/her to take the necessary steps to stop such an activity. As a doctor it is my prime responsibility to ensure wellbeing of all and not think about profit making at the cost of people's life.

—————— X ——————

Don't write anything in this margin

13. You are working as a Manager who handles critical projects in a private firm. You have recently been issued a notice by the Human Resource department that categorically highlights gender imbalance in your team and instructs you to recruit more females. Realizing the importance of this matter you decide to roll out vacancy requirements on an urgent basis and close it within a week. You receive several applications and start interviewing female candidates. However, you realize that the top four candidates are married and two of them are expecting their child. During the interviews the candidates commit on their priority for the project, till it finishes and show willingness to work from home, afterwards. What is the course of action that you will take? Explain the factors that you will take into account and justify the merits of the course of action. 20

आप एक निजी फर्म में प्रबंधक के रूप में कार्यरत हैं और अतिमहत्वपूर्ण परियोजनाएं देख रहे हैं। मानव संसाधन विभाग ने आपके नाम हाल ही में एक नोटिस दिया है जिसमें स्पष्ट रूप से आपकी टीम में लैंगिक असंतुलन को रेखांकित किया गया है और आपको अधिक महिलाओं को भर्ती करने का निर्देश दिया गया है। इस प्रकरण के महत्व को देखते हुए आप रिक्ति संबंधी आवश्यकताओं को तत्काल आधार पर रोल-आउट कर एक सप्ताह के भीतर पूरा करने का निर्णय लेते हैं। आपको कई आवेदन प्राप्त हुए हैं और आप महिला उम्मीदवारों का साक्षात्कार लेना आरंभ करते हैं। हालांकि, आप पाते हैं कि शीर्ष चार उम्मीदवार विवाहित हैं और उनमें से दो गर्भवती हैं। साक्षात्कार के दौरान उम्मीदवार परियोजना के पूरा होने तक इसे प्राथमिकता देने की प्रतिबद्धता व्यक्त करते हैं और इसके पूरा होने के पश्चात् घर से काम करने की इच्छा व्यक्त करते हैं। आप क्या कार्यवाही करेंगे? जिन कारकों को आप ध्यान में रखेंगे, उनकी व्याख्या कीजिए और कार्यवाही के गुणों की न्यायसंगतता सिद्ध कीजिए।

Ans 13. The different available Courses of Actions :-

(i) Do not recruit females

Merits:
↳ As the top four prioritised females might not be able to give the required time needed, let not the efficiency of the project get jeopardised.

↳ ensure efficient team members who can whole heartedly denote all of their time in the project.

Demerit:
↳ female imbalance ↳ against HRD Instructions

(ii) ~~Instru~~ Recruit more females while avoiding the married/pregnant ones

Merits:
↳ gender balance ensured
↳ no problem of lack of time on the part of female team members.

Demerits:
↳ affects efficiency as the top most prioritised candidates are not selected.

Factors to be taken into account:

i) efficiency of the team members
ii) required skill set as per the need of the project
iii) commitment to the project
iv) attitude of hard work and diligence.
v) gender balance – a necessary factor to ensure an all round approach to be persued.

My course of Action:

The effectiveness and timely completion of the critical project is the foremost priority. At the same time it is important to ensure gender balance, as it is not only

desirable but widens the perspectives.
Efficiency, commitment and diligence are vital therefore these female candidates would be selected who fulfill these criteria.
Marriage and pregnancy are in no way impediments to the efficiency of the project. It is the right attitude that is required.
I would ensure that the pregnant team members are effectively able to work from home. As far as the married candidates are concerned I would ensure they

work efficiently in the required office hours.

Thus as a manager, I would work for the timely and effective completion of the project, employing the required skill sets of suitable team members irrespective of gender.

———————— x ————————

14. Mr. A is a senior most member of a highly reputed company with considerable customer interface. In recent months, the business of the company has been going down. On detailed analysis, it was found that some of the functionaries of the company have impulsive nature, which has many a times led to altercations with the customers and even among themselves. This has adversely affected the work culture and sullied the image of the company in the market. He seeks your advice, as you are his friend as well as a person who understands management. 20

(a) What are the factors that you would consider in making your advice?

(b) What steps will you suggest to deal with the situation that the company faces?

मिस्टर A एक अति प्रतिष्ठित कंपनी के वरिष्ठ सदस्य हैं और उनका ग्राहकों से पर्याप्त अंतर्क्रिया (कस्टमर इंटरफेस) है। हाल के महीनों में, कंपनी के व्यवसाय में कमी आई है। विस्तृत विश्लेषण के आधार पर यह पाया गया कि कंपनी के कुछ अधिकारी सनकी स्वभाव के हैं, जिसके कारण कई बार ग्राहकों के साथ और यहां तक कि आपस में भी कहा-सुनी (तकरार) हो जाती है। इसका कार्य संस्कृति पर प्रतिकूल प्रभाव पड़ा है और बाजार में कंपनी की छवि पर भी धब्बा लगा है। वह इस मामले में आपसे परामर्श चाहते हैं क्योंकि आप उनके मित्र हैं और साथ ही प्रबंधन की समझ रखने वाले एक व्यक्ति भी।

(a) किन कारकों को ध्यान में रख कर आप अपना परामर्श देंगे?

(b) कंपनी द्वारा सामना की जा रही स्थिति से निपटने हेतु आप क्या कदम उठाने का सुझाव देंगे?

Ans (14)

The issue is to ensure a healthy work culture and reform the tarnished image and goodwill of the company.

(a) Factors under consideration:

↳ Healthy work culture - promotes a culture of efficiency.

↳ Goodwill and customer image of the company is extremely important because of the fact that the company has significant customer interface.

↳ Impulsiveness hampers effective, rational and unbiased decision making. The need is to employ those employees who work in an efficient and rational manner.

↳ New Public Management – the role of customers is very important in determining the working and profitability of the company.

Ans(b) Steps to deal with the situation :-

i) Call those functionaries, who behave impulsively and point out their behaviour.

ii) Explain the negative impacts of their behaviour.

iii) Try to assess whether this behaviour is on account of any administrative governance that can be addressed.

iv) Give a warning and tell them it would not be entertained in the future.

v) Firing them immediately is not a viable option as it will affect the work culture.

Thus, ~~consult~~ ench after effective communication and warning, the person

continues to behave so, then ask them to resign as their behaviour is against the interest of the company. Such an act would ensure effective deterrance and promote rationality by preventing impulsive behaviour.

———— x ————