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GENERAL STUDIES (TEST CODE : 873)

Name of Candidate	SAMEERA S		
Medium Eng./Hindi	ENGLISH	Registration Number	165062
Center	DISTANCE LEARNING / ONLINE	Date	03-10-2017

INDEX TABLE			INSTRUCTIONS
Q. No.	Maximum Marks	Marks Obtained	
1(a)	10		<p>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)।</p> <p>2. There are FOURTEEN questions printed in ENGLISH & HINDI इसमें चौदह प्रश्न हैं अंग्रेजी और हिन्दी में छपे हैं।</p> <p>3. All questions are compulsory. सभी प्रश्न अनिवार्य हैं।</p> <p>4. The number of marks carried by a question/part is indicated against it. प्रत्येक प्रश्न/भाग के अंक उसके सामने दिए गए हैं।</p> <p>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।</p> <p>6. Word limit in questions, if specified, should be adhered to. प्रश्नों में शब्द सीमा, जहाँ विनिर्दिष्ट है, का अनुसरण किया जाना चाहिए।</p> <p>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।</p>
1(b)	10		
2(a)	10		
2(b)	10		
3(a)	10		
3(b)	10		
4(a)	10		
4(b)	10		
5	10		
6	10		
7	10		
8	10		
9	20		
10	20		
11	20		
12	20		
13	25		
14	25		
Total Marks Obtained:			
Remarks:			

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

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

EVALUATION INDICATORS

1. Alignment Competence
2. Context Competence
3. Content Competence
4. Language Competence
5. Introduction Competence
6. Structure - Presentation Competence
7. Conclusion Competence

Overall Macro Comments / feedback / suggestions on Answer Booklet:

1.

2.

3.

4.

5.

6.

All the Best

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

1. (a) The more remotely power is exercised from the people, the greater is the distance between authority and accountability. Discuss. 10
- (a) जितना लोगों से सत्ता का प्रयोग दूर होगा, उतना ही अधिक प्राधिकारी और जवाबदेही के बीच अंतर होगा। चर्चा कीजिए।

Accountability is all about the public authority being answerable to the general public for what they do and what they don't do. As the distance among the authority and people are less, there will be more accountability as it involves making authority answerable swiftly and effectively. Here people could easily get hold of authority through social audit or RTI. ~~as it involves less~~

Being closer, number of steps involved in between lesser and would be beneficial for people to identify the shortcomings easier.

As authority moves away from

people, they get alienated from authority and would be difficult to understand the procedures and ^{whether} transparent measures - ~~whether~~ employed or not. There is also lot of blame game chances as it involves many steps and many more people.

So it is important to have responsible authority at the footstep of people for them to exercise and see where malpractices are employed and make authority accountable for the same. Decentralisation in India is done with a major purpose of making authority more accountable to people and is evident from the better participation of people in decision making through social audits and gram sabha.

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? 10

(b) "यदि आप दूसरों को प्रसन्न रखना चाहते हैं, तो करुणावान बनें। यदि आप प्रसन्न रहना चाहते हैं तो करुणा अपनाएं।" किस प्रकार से एक करुणावान लोक सेवक सार्वजनिक सेवा के लक्ष्यों को साकार करने के लिए अधिक उपयोगी हो सकता है?

Compassion is one of the important virtue to be possessed by a public official. Since it transcends from heart to heart, 'unwanted' concern for red tape can be avoided by prioritising the needs of people.

Being ^{at}compassionate is more than empathetic and so it asks for remedies of situation. Compassionate civil servant would try to address the issue faced by people instead of just sympathising or empathising with them.

For example, a compassionate official will, ~~be~~ instead of just

sympathising or resort to law and regulation to rehabilitate the old age people seen in the street, would make sure that such cases are not repeated ~~is~~ again by roping in public along with her and creating awareness programs for the compassionate treatment of old people.

It not only ~~teach~~^{gives} happiness to people who are beneficiaries but to the official along with the general public who participated - a moment of happiness and realisation that goodness is still present in human beings irrespective of the cat race.

So it is infact the most important virtue a public official should possess as ~~one~~ ⁱⁿ ground he is a public servant - who is engaged in service for the public.

2. (a) The recent decision by the government to ban use of red beacons is only a symbolic gesture and a lot more needs to be done to end the VIP culture in India. Critically discuss. 10

(a) लाल बत्ती के प्रयोग पर प्रतिबन्ध सम्बन्धी सरकार का हालिया निर्णय केवल एक प्रतीकात्मक संकेत है और भारत में वीआईपी संस्कृति समाप्त करने के लिए बहुत कुछ किए जाने की आवश्यकता है। आलोचनात्मक रूप से चर्चा कीजिए।

India with its colonial past, has many carry overs even after 70 years of independence and the VIP culture is one among them.

→ In a country which is inegalitarian in all sense, sense of supremacy is practiced among officials create a dent in its morality.

→ The VIP culture makes one thing more important as another and instead of doing duty as a service, one tends to think of doing a favour to the public.

→ Casteism in India too have role in enforcing the supremacy thoughts among people who tend to distance from lower caste and differentiate in service.

deliveries.

→ Hierarchy in work culture is an aspect of Indian work where obedience of team mates is seen as a virtue.

→ Right from the chairs assign to the VIPs to the glass in which tea is served, the hierarchical nature of Indian culture is visible in all the places.

→ Though red light beacon removal serves as a symbolic gesture to root out the VIP culture, the real change has to happen within the so called 'VIPs'.

and It is also important to improve mass through education and better political awareness so that they will

be able to question this practice and realise politicians and officials are indeed their servants serving their aspirations.

2. (b) To what extent can financial incentives help shape attitude towards social issues? Discuss with relevant examples. 10

(b) किस हद तक आर्थिक प्रोत्साहन सामाजिक मुद्दों के प्रति अभिवृत्ति को आकार देने में सहायता कर सकते हैं? प्रासंगिक उदाहरणों सहित चर्चा कीजिए।

Social issues are a defining factor of any society and India is plagued with many ranging from casteism to deprivation of poor.

One of the way advocated in recent times is ~~the~~ clubbing financial incentives with social issues and thus pursuing to curb the problem. Conditional Cash Transfers (CCT) are deployed in many schemes of India especially for the mother and female child betterment.

Beti Bachao Beti Padhao, PM Maternal Sahayojana etc are some of the examples. It is been reported that institutional delivery ~~due to~~ cash ~~transfer~~ scheme among women have increased.

due to cash incentive schemes like PM Stree Suraksha Yojana - Beti Bachao scheme is paying dividends through improving girls education and increasing marriage age. Kanya Kalpa scheme of West Bengal, another CCT, has been awarded UN's best social scheme award too.

In CCT driven scheme, one thing we need to make sure that, it ~~will~~ should eventually need to change the attitude of public towards the issue. For example, giving financial incentives for birth of female child and for her studies, do unintentionally convey the message that - female is a burden and hence the incentives are given. So what is more required is universalisation of services and its free access especially education and better campaigns roped along with schemes which address people's behaviour.

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. 10

(a) कई बार, नैतिक व्यवहार कानूनी प्रणाली की जटिलता के चलते निरुद्ध हो सकता है। व्याख्या कीजिये। इस संदर्भ में, सड़क दुर्घटनाओं के मामलों में संकट के समय सहायता देने वाले अच्छे व्यक्तियों (good samaritans) के लिए कानूनी संरक्षण के उद्देश्य को समझाएं।

Moral values are the basic principles which determine right or wrong. It has an important role in shaping one's behaviour and attitude. Higher the ^{good} moral behaviour - attitude links, higher will be the chances of helping mentality irrespective of complex situations. But more often we face ambiguities when our behaviour is limited by possible repercussions from complex legal systems which ~~asks~~ are unfriendly most of the time.

Helping a road accident victim is a ~~charities~~ example to understand this scenario. Our morality asks to help him swiftly before he loses ^{life} ~~time~~ or suffer serious injuries. but the realisation

that helping him would make us answerable right from hospital to police enquiries and have to involve in case as a witness. This would eventually make us a 'passby witness' instead of helper.

The 'good Samaritan Law' in this regard need special mention. This ~~not~~ not only acknowledges the 'helping hand' but also makes sure that helper finds no difficulty from any authority. It is the duty of police to contact him at his ~~own~~ convenience and he has the right to be a witness or not. ~~The~~ Police cannot persuade him to be one.

This kind of enabling laws makes people to exercise their ~~own~~ goodness at the right time without feeling the complexities of law and regulations.

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. 10

(b) दंडात्मक उपाय के रूप में सार्वजनिक रूप से लज्जित करने (public shaming) जैसे उपायों से जुड़े विभिन्न नैतिक मुद्दों का परीक्षण कीजिए। क्या आप मानते हैं कि बढ़ते अपराध दर की समस्या हल करने के लिए यह उपयुक्त उपाय है।

Naming and shaming is a measure society use as a deterrent to crimes. But this involves some ethical issues.

(i) It reduces the criminal to a heinous person without any chance for restorative justice.

(ii) It would make the convicts reintegration into the society difficult making him to resort to more heinous crimes and thus increasing crime rates -

(iii) Instead of believing in collective justice this would make public's to believe justice is all about punishment.

(iv) It will only quench the thirst for mob mentality instead of curing

the crime rate.

The recent drive to name and public shame people who do open defecation is a separate example where which says how we try to address the issue by minimising it.

The death of a local social activist by the hands of people who ^{questioned them for} photographing women openly defecating for public shaming shows how ill conceived the idea is.

Even in us which keeps a public registry of sex offenders shows that it has not resulted in curbing crime but only made them hard ^{core} ~~core~~ criminals since they are left with no option as re-integration is not possible.

So it is always good to resort to other deterrent measures and believe in restorative justice than evoking public shaming.

4. (a) Why did Gunnar Myrdal use the term 'soft state' in the context of South Asia? Do you think such a characterisation is still relevant in the case of India today? 10

(a) गुन्नार मिर्डल ने दक्षिण एशिया के संदर्भ में 'मृदु राज्य' का प्रयोग क्यों किया है? क्या आप मानते हैं कि इस प्रकार का विशेषीकरण आज के भारत के संदर्भ में भी प्रासंगिक है?

Soft state is a state which instead of hardcore military and defence might use soft diplomacy to win the hearts of other nations. India being an ancient civilization has a long history of cultural and economic exchanges with most of the countries in the world. So naturally these exchanges have resulted in a better link ~~among~~ with other countries.

For ex: Hinduism and Buddhism had spread to East Asia from India through cultural contacts.

India's coastal cities had trade with Romans.

Since India is only an emerging nation, it has limitations to use its defence post to cement as a security provider to cement the relations unlike US and Europe, in South Asia. But it also has roots in India's anti-imperial and never-conquest ideals.

It is also important to see India is now investing in many countries and thus coming out as a hard diplomacy state.

But it is still relevant to see India's as a 'soft state' as it involves a 'sense of togetherness', or 'sense of friendship' to more than a 'dictator or power hunger'.

4. (b) Intolerance can be linked both to prejudices and value judgments. Elaborate with relevant examples. Also discuss how intolerance can be countered in a multicultural society like India. 10

(b) असहिष्णुता को पूर्वाग्रह और मूल्यानुमानों (value judgments) दोनों से जोड़ा जा सकता है। प्रासंगिक उदाहरणों के साथ सविस्तार वर्णन कीजिए। साथ ही चर्चा कीजिए कि भारत जैसे बहुसांस्कृतिक समाज में असहिष्णुता का प्रतिकार कैसे किया जा सकता है।

Intolerance is the reluctance to put up with values, beliefs of people who are different from us. It can be based on prejudices and value judgement.

For example, intolerance towards LGST community by a section of people is largely based on prejudices. They are ~~been~~ seen as mentally ill criminals by ~~for~~ some people which have no rationale in ~~stere~~ medical science. There is no evidence to show that crime rates among LGST is higher than ~~general pop~~ others.

Intolerance based on value judgement can be explained using the example of ^{Nazism} ~~Nazism~~ and Fascism. If we tolerate such extreme views, it will ~~only~~ eventually

lead to the destruction of society's pluralistic fabric. Intolerating the Intolerance theory of Karl Popper resonate with this value based intolerance.

— According to Thomson's intolerance can be countered by more tolerating society by accommodating them and they eventually turn tolerant.

— The more the education, the more the chances of tolerating views among people.

— Intervention of government and judiciary through laws and regulations also help in keeping the pluralistic fabric of society much like in the case of legitimising transgenders as third gender.

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. 10

समय के साथ भ्रष्टाचार के प्रति सामाजिक दृष्टिकोण अधिक क्षम्य बन गया है जिससे "उचित" व्यक्तिगत विशिष्टाधिकार के रूप में गैर-कानूनी लाभों और सार्वजनिक परिसंपत्तियों के दुर्विनियोग का मार्ग प्रशस्त हुआ है। भारत के संदर्भ में विश्लेषण कीजिए।

Corruption happens when a person's moral standards turn into immoral standards. When corruption involves both givers and takers, the social attitude towards it need to be analysed. The ~~see~~ change in social perception about corruption may be due to :

(i) High profile scandals making even the revered figures and leaders ~~outpable~~ engagement thus losing hope in
(ii) erecting the menace among society

(ii) The belief that things won't get done unless bribe is offered :

(iii) The doctrine of double effect that if I ~~not bribe~~, I am not giving bribe, someone else will and take away the offer.

(iv) The social mind of Indian society which respects hierarchy, ~~also~~ having no issues with time limit and change of plans. With such evils corruption as a norm is accepted without questioning.

(v) The perpetual belief that pay/salary/income from job is miniscule and individual has to resort to ~~such~~ corruption.

Corruption in India is not just to be seen in the context of quest for materialism but to be ^{also} seen as a quest for empowerment in an inegalitarian society which humiliates the subordinates and thus ~~best~~ lower officials exercise the power and pay off the humiliation by humiliating public. In the end, public tend to ~~be~~ take it as a normal practice.

6. What are the factors which draw people to public service? Suggest measures to keep public servants motivated. 10

लोगों को लोक सेवा की ओर आकर्षित करने वाले कारक क्या हैं? लोक सेवकों को प्रेरित रखने के उपाय सुझाइए।

Public service as the name suggests is about serving the people by meeting their needs and aspirations.

The factors which draw to service are

- (i) concern for society's betterment
- (ii) to serve the society with the ability cultivated using the public money, institutional support of government
- (iii) Compassion towards the less privileged and marginalised
- (iv) Belief in one's potential to serve the public

(v) Abt chances of learning new things with practical experience and the possibility of working in multi-pronged subjects and avenues.

(vi) Time tuning - Leadership qualities
and to be a good model to the public

(vii) Incentives and salary offered
to the public officials considering the
demanding job they do.

(viii) The status and power associated
with the service. Though this notion is
reinforcing the VIP culture, it is one of
the factors attracting people to service.

To keep public servant motivated
there should be

- (i) performance linked incentives
- (ii) enough sabbatical so that
they feel fresh.
- (iii) constant training and
refresher courses to avoid dead woods in
service
- (iv) making tenure in one department
for atleast 2 years so that they will be
able to perform better instead of waiting
for transfer which comes too often.

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 the principles of Corporate Governance to enhance the effectiveness of the public sector enterprises. (b) Identify the challenges specific to the public sector when it comes to the application of good practices of corporate governance. 10

कॉर्पोरेट गवर्नेंस वह ढांचा प्रदान करता है जो संगठन के भीतर विभिन्न समूहों की भूमिकाएं, अधिकार और उत्तरदायित्व परिभाषित करता है। (a) सार्वजनिक क्षेत्र के उद्यमों की प्रभावशीलता बढ़ाने के लिए कॉर्पोरेट गवर्नेंस के सिद्धांतों को समाविष्ट करने की आवश्यकता का सविस्तार वर्णन कीजिए। (b) जब कॉर्पोरेट गवर्नेंस की अच्छी पद्धतियों के अनुप्रयोग की बात आती है तो सार्वजनिक क्षेत्र के लिए विशिष्ट चुनौतियों की पहचान कीजिए।

Corporate governance employs the best of Best Management system which is based more on efficiency, and better production and performance.

Public sector enterprise needs to incorporate the good practices in corporate governance such as -

- (i) sticking to efficiency standard
- (ii) incentives based on performance.
- (iii) Adherence to time limits
- (iv) teamwork and incorporation of ideas of all
- (v) doing away with rigid hierarchy.

(vi) better risk governance and sticking to game plans.

The virtues of corporate governance need to be ~~seen~~ seen before adopting the model as

(i) it has less transparency

(ii) accountability is limited to few stakeholders but in PSE, public need to get answered

(iii) PSE is more service oriented and it can't be dictated purely in the form of profit oriented corporations

(iv) if failed, will be disastrous to the public as a whole and need thorough deliberations and discussions. Though it delays the project but makes it ~~foolproof~~ waterproof.

8. Emotions, earlier considered as an irrational factor in decision-making, are now recognised as a critical factor of judgment. In this regard, answer the following questions: (a) How can Emotional Intelligence help in coping with the intense pressure and occupational stress faced by police officers and armed forces in discharge of their duties? (b) What are the some of the concerns in incorporating and assessment of emotional intelligence skills in public service? 10

भावनाओं को, जिन्हें निर्णय लेने में पहले एक अतार्किक कारक माना जाता था, अब निर्णय का महत्वपूर्ण कारक माना जाता है। इस संबंध में, निम्नलिखित प्रश्नों का उत्तर दीजिए:

- (a) अपने कर्तव्यों का निर्वहन में पुलिस कर्मियों और सशस्त्र बलों द्वारा सामना किए जाने वाले तीव्र दबाव और कार्य सम्बन्धी तनाव (occupational stress) का मुकाबला करने में भावात्मक प्रज्ञता (Emotional Intelligence) किस प्रकार सहायता कर सकती है?
(b) लोक सेवा में भावात्मक प्रज्ञता कौशल को समाविष्ट करने और आंकलन सम्बन्धी कुछ चिंताएं क्या हैं?

Emotional Intelligence is about
Receiving the emotions, ~~and~~ assimilating
it into thoughts, understanding it
and regulating it in self and in others.

EI is one of the major factor for
a public official to discharge his duties especially
police and armed forces as

(i) it makes them to understand
the 'thought' behind uprising or crime
and to respond better.

(ii) EI helps in better negotiations
and bargaining with protesting people

It could also be employed in investigation

(iii) Marking emotional bonds
and regulating culprit's emotions helps
in investigations.

(iv) Better regulation makes armed
forces not to sympathise with the cause of
protest. However just may be and obey the
state order.

Concerns in incorporating EI in
public service include.

(i) No framework for such training
for officials

(ii) Hard to find trainees more
focused to address public officials.

(iii) The irrationality factor still
persists in the minds of few higher authority
making it difficult to be included in
training.

(iv) Though EI is ~~too~~ can be
developed through training the extent of
which depend ~~on~~ and vary person
to person.

9. You, a manager in one of the top IT firms in the country, are tasked with hiring new recruits for an upcoming project. You find that the company has given tacit instructions of not hiring female candidates in view of the new maternity law passed by the Government. You find this highly objectionable and lodge a protest with people in the higher management but they are firm as they want to cut down all the unnecessary costs. Based on this information, answer the following questions:

- (a) Identify the stakeholders and their interests in the situation.
(b) What are the dilemmas that a recruiting manager may face in such a scenario?
(c) What are the different options available to you? Which one will you pursue and why?

20

आप देश की एक शीर्ष आईटी कंपनी के प्रबंधक हैं। आपको आगामी परियोजना के लिए नई भर्तियां करने का उत्तरदायित्व सौंपा गया है। आप पाते हैं कि सरकार द्वारा पारित किए गए नवीन मातृत्व कानून के आलोक में कंपनी ने महिला अभ्यर्थियों की भर्ती न करने का अकथित निर्देश दिया गया है। आप इसे अत्यधिक आपत्तिजनक पाते हैं और प्रबंधन के उच्च अधिकारियों से विरोध जताते हैं, लेकिन वे दृढ़ हैं क्योंकि वे सभी अनावश्यक व्यय में कमी करना चाहते हैं।

इस जानकारी के आधार पर, निम्नलिखित प्रश्नों का उत्तर दीजिए:

- (a) इस स्थिति में हितधारकों और उनके हितों की पहचान कीजिए।
(b) वे धर्मसंकट क्या हैं जिनका ऐसी परिस्थिति में भर्ती प्रबंधक द्वारा सामना किया जा सकता है?
(c) आपके पास उपलब्ध विभिन्न विकल्प क्या हैं? आप किसका अनुसरण करेंगे और क्यों?

(a) Different stakeholders involved in the above problem are.

(i) Higher management of company who weigh costs over female candidates in office

(ii) female candidates who pursue aims to pursue a career in the company.

(iii) Like-minded people who think company move is objectionable like me.

(iv) Government and public officials whose instructions are violated here -

(b) The dilemmas recruiting ~~agents~~ ^{manager} face ~~may~~ are

(i) the violation of gender justice and company's profit orientation dilemma

(ii) Being honest to the organisation's culture or be a supporter of ~~the~~ general law

(iii) Issues of not obeying company's policy which may result in firing ~~at~~ and the conscience issue of not acting according to justice

(c) Different options available to me are as follows.

(1) I obey the company's policy of not recruiting female candidates.

Merit here is that I will be in safe zone and in good books of company. Demerit is that I blatantly

supported the violation of government law.

(ii) Disobeying company's stand and adhere to government's rule.

- Merit is that I feel being just to my conscious and rules and regulations but demerit is that I may lose job or face punishments for disobeying the company.

(iii) Since logging the protest directly with the top managers resulted in little change, I would try to figure out like-minded people in the company and persuade others to join. Then I try to request on behalf of all of us to reconsider the decision. This move will also be supported with evidences of well functioning firms within and abroad which abide the law. Again I try to convince them that not employing females will only dent a hole in company's reputation and will eventually leads to losing turnover and profit.

Option (iii) would be the one I will be pursuing as it includes talks among stakeholders in a peaceful manner involving negotiations. Even after company is unwilling to employ the females, I would rather have a whistleblower to report the blatant violation of law and gender justice within the company.

10. There has been a perceptible rise in the cost of healthcare services provided by private hospitals. In absence of adequate and quality government hospitals, people are forced to opt for private hospitals, especially for life threatening diseases and injuries. You recently visit one of your friends admitted in a famous private hospital. You found out that the hospital is charging a huge amount of money, which seems to be unreasonable. You confront the staff and ask them to explain the rationale behind such high charges.

Their response is that the charges are fair for the kind of services they are providing.

(a) What are the ethical issues involved in this situation?

(b) Given how other professions price their services, discuss the feasibility of capping the amount of fees charged by doctors and private hospitals.

(c) How can the provision of quality services and need for profit be reconciled with society's interests in this case? 20

निजी अस्पतालों द्वारा प्रदान की जाने वाली स्वास्थ्य सेवाओं की लागत में सुस्पष्ट वृद्धि हुई है। पर्याप्त और गुणवत्ता पूर्ण सरकारी अस्पतालों के अभाव में, लोग निजी अस्पतालों का विकल्प चुनने के लिए विवश हैं, विशेषकर जीवन के लिए खतरनाक बीमारियों और चोटों हेतु। आप हाल ही में एक प्रसिद्ध निजी अस्पताल में भर्ती अपने मित्र से मिलने जाते हैं। आपको पता चलता है कि अस्पताल बड़ी धनराशि वसूल रहा है जो आपको अनुचित या आवश्यकता से अधिक प्रतीत होता है। आप कर्मचारियों से बातचीत करते हैं और उनसे इस प्रकार के उच्च शुल्क के पीछे का तर्क समझाने के लिए कहते हैं।

उनकी प्रतिक्रिया यह है कि उनके द्वारा जिस प्रकार की सेवाएँ प्रदान की जाती हैं उसके लिए यह शुल्क उचित है।

(a) इस स्थिति से जुड़े नैतिक मुद्दे क्या हैं?

(b) यह देखते हुए कि अन्य व्यवसाय अपनी सेवाओं का मूल्य कैसे तय करते हैं, चिकित्सकों और निजी अस्पतालों द्वारा आरोपित शुल्क की राशि पर सीमा निर्धारित करने की व्यवहार्यता पर चर्चा कीजिए।

(c) इस प्रकरण में गुणवत्ता परक सेवाओं के प्रबंध और लाभ की आवश्यकता का समाज के हितों के साथ सामंजस्य कैसे स्थापित किया जा सकता है?

(a) Ethical dilemmas involved in private hospitals charging exorbitant service charge from patients are many.

(i) since healthcare is a service sector, making it purely money oriented business undermines the service

(ii) As the motive of private is always profit it is difficult to control their ambitions ~~even if it is the~~

(iii) Concern for the patients v/s concern for profit - It is important to draw the line between the two.

(iv) Exclude a huge proportion from healthcare services.

(b) Since India faces acute shortage of doctors and government facilities, it won't be feasible to outrightly control the private hospitals as it would lead to (i)

(i) making capitals ^{moving} available to other sectors

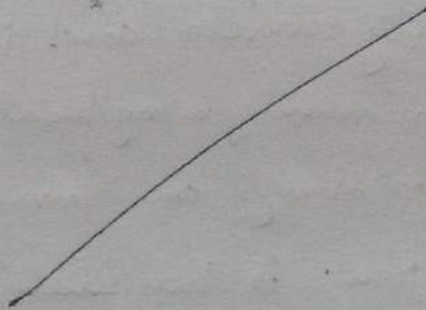
(ii) against market practices

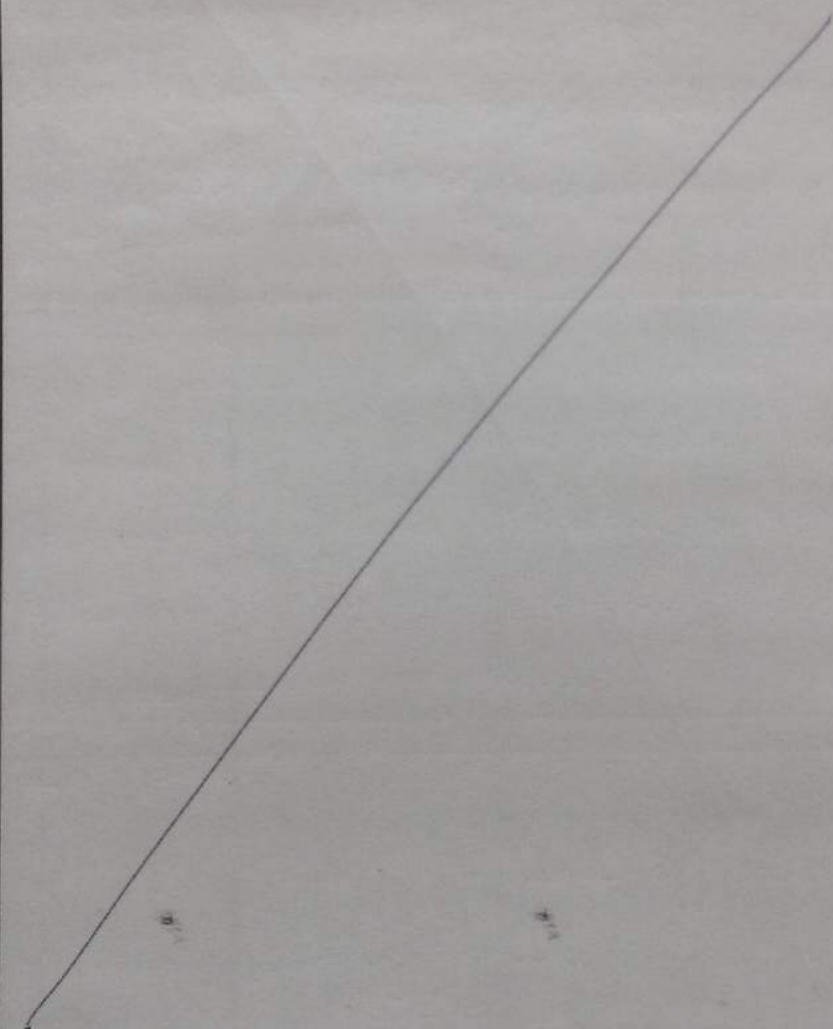
But India could make a guideline in a range for uniformity of fees in different sections of healthcare so that private hospitals and doctors consultations will not amount to lot of out of pocket expenditure.

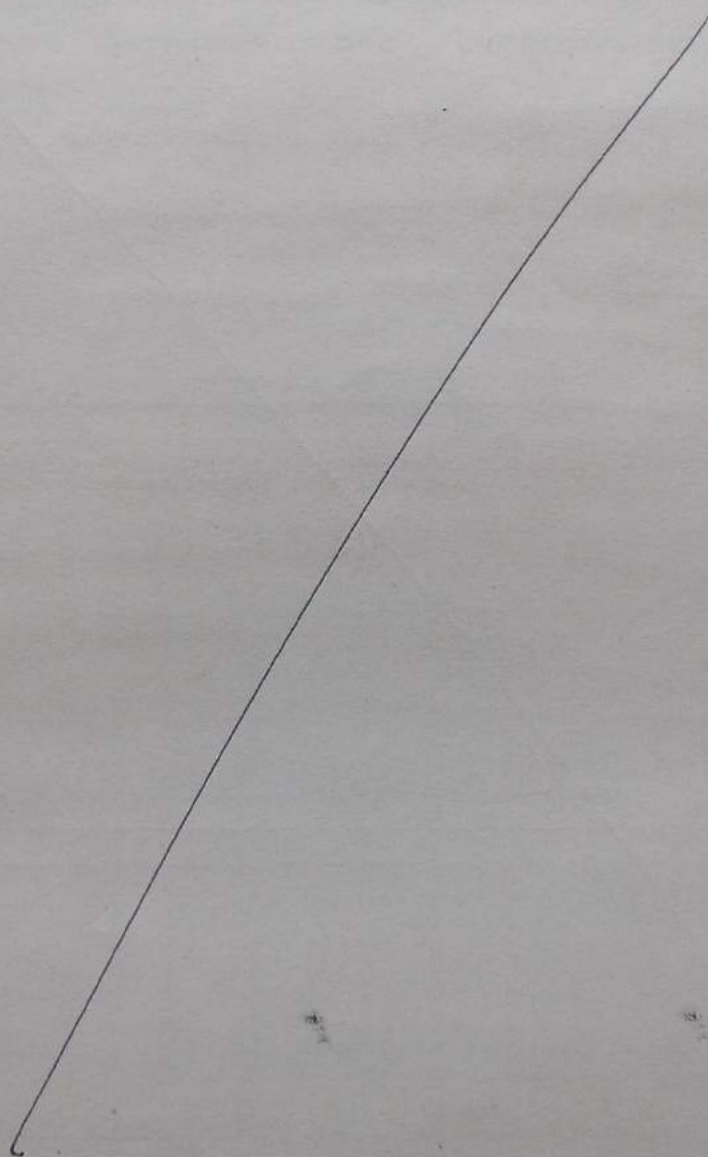
Very much like capping the value of stent, we could ~~off~~ try especially in emergency medicines the capping of amount of fees in services private hospitals provide. But the downside that quality and availability ~~sh~~ may be compromised in such instances. So it is imperative to have a price capping policy which will address both sides of coin and being ^{government the} ~~the~~ regulator, and being the largest market given the population, it is more likely that private hospitals will fall in line instead of moving out of country. Government should also ensure that quality control is adhered and standards are kept.

(c). There is a trade off between provision of quality services and price and profit. But it is more of a mythical concept that quality is always and invariably proportional to price. So here society's interest

has to come first especially in health sector. Again a hospital which has a good reputation on the basis of compassionate treatment at low cost, will gain much more in long time rather than the only profit motivated hospitals. It is important to realise health care is a social sector and thus needs a socially motivated business plan unlike commercially designed business plans. Along with private hospitals, government should also step in to curb the malpractices ~~and~~ deployed by such hospitals in the name of quality & service.







11. You are the District Magistrate in a district where a significant number of transgenders reside. While discrimination against the community is well known, commuters increasingly complain of harassment at their hands, especially at traffic junctions where transgenders are mostly involved in begging. This, at times, also leads to traffic management issues. You have received a number of complaints in this regard and have to act quickly to resolve it. However, a group of transgender associations argue that begging is their only source of livelihood.

Given the situation, answer the following questions:

(a) Describe the ethical issues involved in this case. Discuss the attitude of people towards transgenders in general and reasons for the same.

(b) What possible courses of action can be undertaken in such situations? Discuss their merits and demerits. 20

आप ऐसे जिले में जिला मजिस्ट्रेट हैं जहां ट्रांसजेंडर की बड़ी संख्या रहती है। यद्यपि इस समुदाय के विरुद्ध भेदभाव सुविदित है, तथापि यात्री उनके हाथों, विशेषकर यातायात जंक्शनों पर अधिकाधिक उत्पीड़न की शिकायत करते हैं, जहां ट्रांसजेंडर अधिकांशतः भीख मांगने में शामिल होते हैं। कभी-कभी, इससे यातायात प्रबंधन की समस्या भी पैदा होती है। इस संबंध में आपको कई शिकायतें मिली हैं और इसे हल करने के लिए शीघ्र कार्रवाई करनी है। हालांकि, ट्रांसजेंडर संघ के एक समूह का कहना है कि भीख मांगना उनकी आजीविका का एकमात्र स्रोत है।

इस स्थिति को देखते हुए, निम्नलिखित प्रश्नों का उत्तर दीजिए:

(a) इस प्रकरण से जुड़े नैतिक मुद्दों का वर्णन कीजिए। ट्रांसजेंडर लोगों के प्रति जनसामान्य के सामान्य दृष्टिकोण और उसके कारणों पर चर्चा कीजिए।

(b) ऐसी स्थिति में क्या संभव कार्रवाई की जा सकती है? उनके गुणों और अवगुणों पर चर्चा कीजिए।

(a) Transgender mainstreaming is slowly but steadily happening in India recently and hence the general public are more getting aware of their issues and there is also a fraction who still consider transgenders as a

mental problem and less humane.

(a) Ethical issues involved here in this case is

(i) being DM I am supposed to take care of the well being of society especially marginalised group like transgenders and at the same I ~~am~~ have to make sure law and order and smooth functioning of society is at place.

(ii) Acting against transgenders in this issue would create a huge setback for the movement by the government for mainstreaming them and would also send negative images about them in public's mind.

In general the attitude of general public towards transgenders are not very welcoming but is slowly changing through coordinated effects of government and civil.

organisations'

The reasons for unwelcoming include

(i) age old beliefs in religion that they are less humane and not auspicious people.

(ii) thinking them as mentally unstable people.

(iii) less awareness about the gender.

(iv) As they are more involved in menial jobs like begging, public tend to see them as rootless wretch and since they

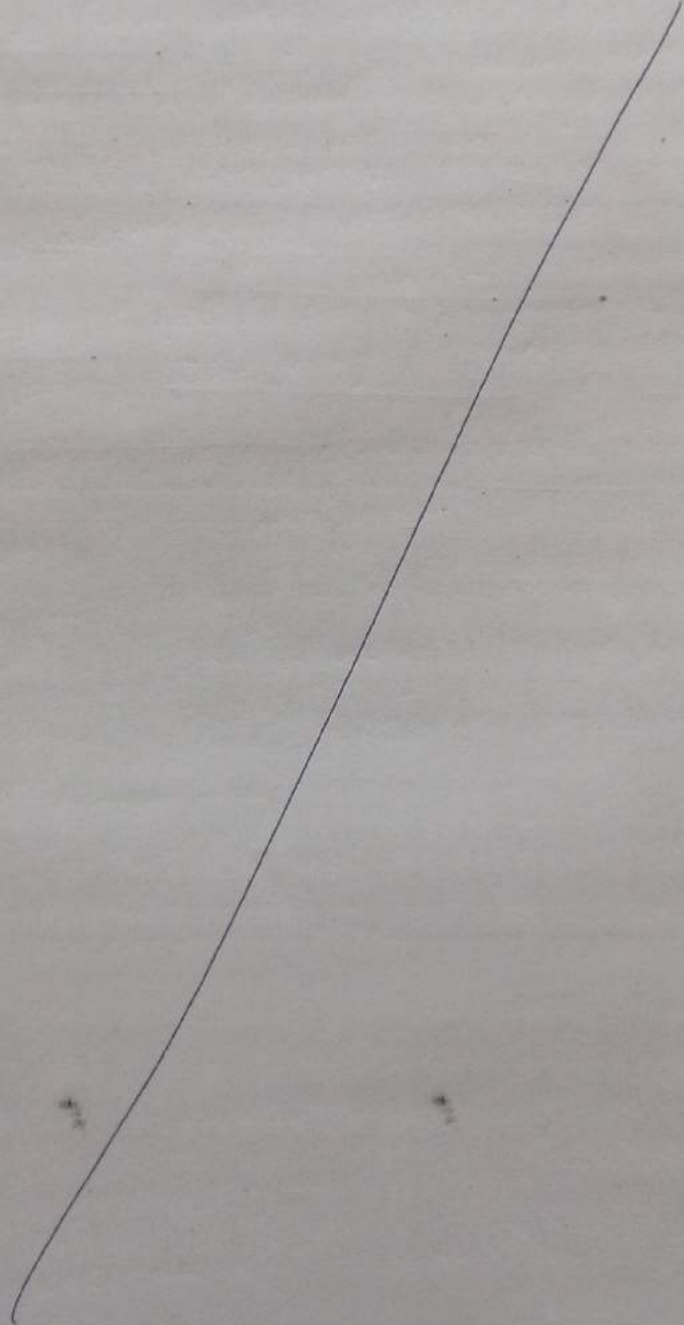
~~as a group~~ since they engage in such acts as a group, public also tend to see them as a threat and ~~some~~ people to be avoided and ^{get} afraid.

(b). The possible course of action in the given situation is that I should talk directly with the transgender organisation about the issue they are dealing in traffic and should advise to provide

people with jobs allotted for them ..
as for the time being I should send
them to rehabilitation place where they
can live without begging . and I should
actively pursue the government to
open up new job opportunities which
will be ~~here~~ exclusively for transgenders
like Kerala's Metro Rail Policy .

since new respectable jobs are
the need of the transgenders and
organisation , they would probably buy
this argument . It will also give them
respectable visibility among general
public ,

H



12. Mr. X is the head of an NGO working in the field of environment conservation and protection. He is in dire need of funds for the NGO's operations and payments to his staff. He is approached by an official of a large infrastructure company, who is ready to provide the required funding for the NGO. But, in a quid pro quo, he asks Mr. X to raise objections over the bypassing of Environmental Impact Assessment (EIA) norms in an ongoing PPP project through his NGO. This project is being implemented by a rival infrastructure company. Mr. X knows that there have been instances of high level corruption in the process of granting EIA to mega projects and the information provided by the official seems to be authentic. Hence, he accepts the money and agrees to raise the objection.

(a) Considering the circumstances of the case, is Mr. X correct in accepting the money? Give appropriate reasons for your answer.

(b) If you were in place of Mr. X, what would have been your course of action? Give reasons for it. 20

श्री एक्स पर्यावरण संरक्षण और सुरक्षा के क्षेत्र में कार्यरत एक NGO (गैर सरकारी संगठन) के प्रमुख हैं। उन्हें NGO के संचालन और कर्मचारियों को भुगतान करने हेतु धन की अत्यन्त आवश्यकता है। एक बड़ी इंफ्रास्ट्रक्चर कंपनी का एक अधिकारी उनसे संपर्क करता है। कंपनी NGO के लिए आवश्यक फंड उपलब्ध कराने को तैयार है। लेकिन उसके बदले वह कंपनी यह चाहती है कि श्री एक्स अपने NGO के माध्यम से चल रही PPP परियोजना में पर्यावरण प्रभाव आकलन (EIA) मानदंडों की अवहेलना पर आपत्तियां उठाएं। यह परियोजना प्रतिद्वंद्वी इंफ्रास्ट्रक्चर कंपनी द्वारा कार्यान्वित की जा रही है। श्री एक्स को पता है कि बड़े प्रोजेक्ट्स के लिए EIA प्रदान करने की प्रक्रिया में उच्च स्तरीय भ्रष्टाचार के मामले सामने आए हैं और अधिकारियों द्वारा दी गई जानकारी प्रामाणिक प्रतीत होती है। इसलिए, वह धन स्वीकार कर लेते हैं और आपत्ति उठाने के लिए सहमत हो जाते हैं।

(a) प्रकरण की परिस्थितियों को ध्यान में रखते हुए, क्या श्री एक्स का धन स्वीकार करना सही है? अपने उत्तर के लिए उचित कारण दीजिए।

(b) यदि आप श्री एक्स के स्थान पर होते, तो आप क्या कदम उठाते? इसके कारण बताइए।

12.

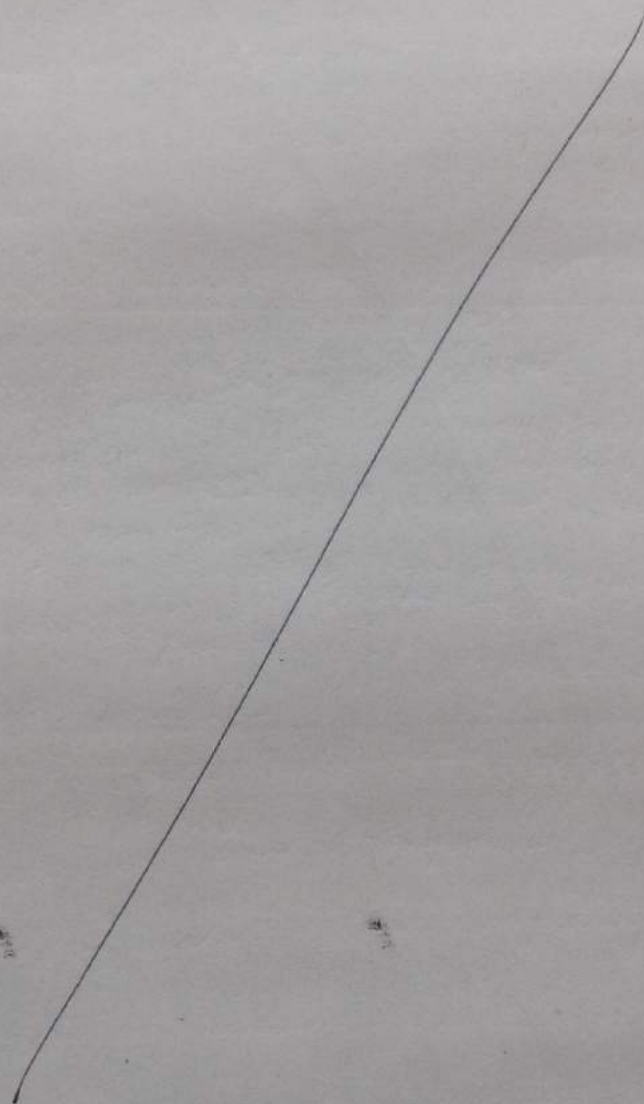
The given case involves a moral issue where you ~~goose~~ use your ~~author~~ position for someone's interest in return of money though there is no violation of law and regulation.

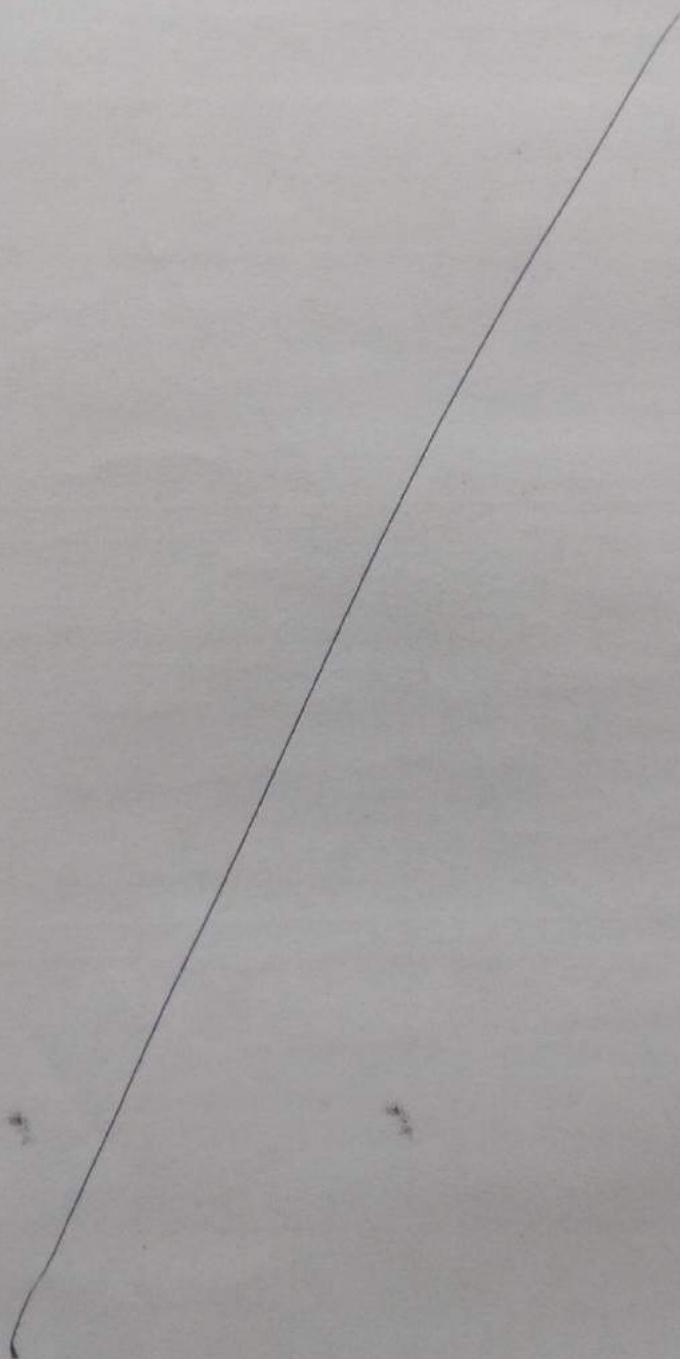
(a) Since the rival company is violating the EIA, it is important for Alex to report it. But at the same time he does it ~~for~~ the not out of the job he does but for the money from another company makes this deal more of an ethical question. Since Alex bent down to the company's need, he may in future find it to report against the same company as he is a beneficiary of the company and misused his position though not breaking any visible law. So I would say it is not appropriate for him to accept money. Instead he could have looked

for other options ranging from crowd funding or approaching government or public to raise money for NSO.

(b) If I was in Mr. X place I would have put down the offer from the company which approached me as it would be a liability in the future functioning of NSO. But since I come to know about the violations of rival company, I would ~~not~~ report in public to take actions against it. Though the existence of NSO may be in danger for scarcity of fund, resorting to getting money for a ~~under~~ black deal would make a dent in the NSO as a whole.

As stated above I try other funding options to support the organisation instead of getting it from the company which can use it later to blackmail me.





13. You are a civil servant posted in a state where elections were recently held. The newly elected Chief Minister had promised to ban alcohol in several of his election campaigns as well as his election manifesto, which was widely praised and supported by women of the state. Fulfilling his electoral promise, the Chief Minister has ordered a blanket ban on the sale of alcohol in the state. Following the ban, concerns have been raised about the feasibility of the ban and whether the government should interfere in what is considered by many to be a matter of personal choice.

(a) Who are the stakeholders in this case and how are they affected by the ban?

(b) Is blanket ban on alcohol a feasible action?

(c) Identify the issues that may arise while enforcing the ban and the steps you will take to handle them, as a civil servant. 25

आप एक ऐसे राज्य में सिविल सेवक के रूप में तैनात हैं जहां हाल ही में चुनाव हुए थे। नव निर्वाचित मुख्यमंत्री ने अपने कई चुनावी अभियानों के साथ-साथ चुनाव घोषणापत्र में शराब पर प्रतिबंध लगाने का वादा किया था, जिसकी राज्य की महिलाओं ने व्यापक रूप से प्रशंसा की थी और समर्थन दिया था। अपने चुनावी वादे को पूरा करते हुए, मुख्यमंत्री ने राज्य में शराब की बिक्री पर पूर्ण प्रतिबन्ध का आदेश दिया है। प्रतिबंध के बाद, प्रतिबंध की व्यवहार्यता पर प्रश्न उठाए गये हैं और क्या सरकार द्वारा शराब पर प्रतिबन्ध जिसे कई लोगों द्वारा व्यक्तिगत पसंद का विषय बताया गया है, उस मुद्दे पर हस्तक्षेप करना चाहिए।

(a) इस मामले में हितधारक कौन हैं और प्रतिबंध से वे किस प्रकार प्रभावित हैं?

(b) क्या शराब पर पूर्ण प्रतिबन्ध एक व्यवहार्य कार्रवाई है?

(c) एक सिविल सेवक के रूप में इन प्रतिबंधों को लागू करते समय उत्पन्न होने वाली समस्याओं की पहचान करें और उनसे निपटने हेतु आप क्या कदम उठाएंगे।

(a) Stakeholders in this cases
are

(i) government - which has to
adhere to the promise it made.

(ii) women voters - who voted in
the hope of promise being given and
will be the happiest since it would results

~~(ii) People who use alcohol.~~

is better family life as they receive.

(iii) People who ~~use~~ also consume

alcohol. If the ban would curtail their choice to have alcohol and may lead them to resort to unlawful brewing or in deaddiction syndromes.

(b) A blanket ban in alcohol, though it is for a good intention is not an appropriate way to control the issue. Before we resort to such a huge move it is important to

(i) have deaddiction centres across the state and available at affordable cost or for free.

(ii) Drunkards may resort to unlawful activities and would result in much tragedy if no regular

inspections are at place.

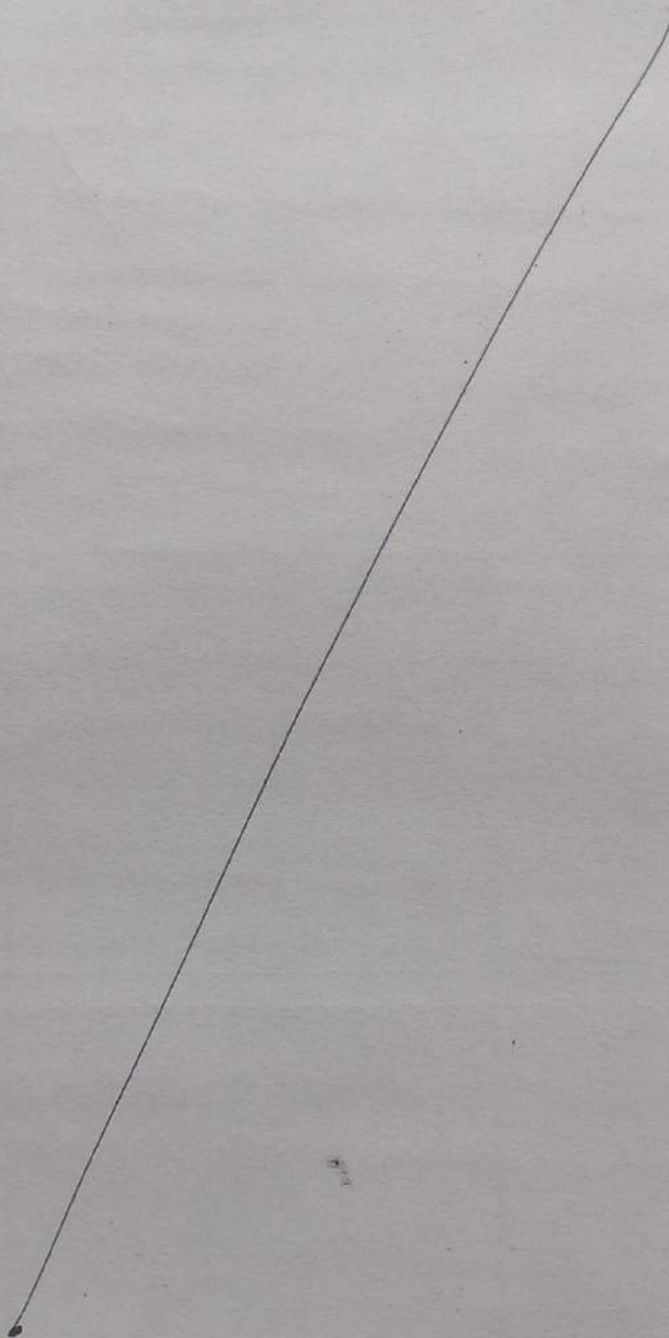
(civ) It is important to recognise what to drink or eat come under personal choice and so instead of prohibition, it is the awareness generation and control which will be more effective in this case much like cigars campaign.

(c) Enforcing the ban leads to many issues. To handle it the steps will be taken are.

(i) Rehabilitation and deaddiction centres across the place will be opened and care to be given at a subsidized rate. For this have to consult and make a plan in consultation with health ministry.

(ii) Better regulation and monitoring of law and order so that no hooch tragedy would be occurred and no unlawful sales will be conducted.

- (iii) Better vigilance at the state borders to control alcohol smuggling
- (iv) conducting awareness campaign for highlighting the health issues.
- (v) Issues of tourism will be addressed through better packages and programs so that there wont be revenue fall due to non availability of liquor.



14. Regulation and procedure of human clinical trials vary from nation to nation. Stem cell research, as an emerging biomedical field, requires approval for human trials and encounters multiple challenges. You are the head of a team of scientists who developed a new Tissue Engineering system, which appears to be a promising means of regenerating heart tissue. Trials of the system have already been conducted on animals and yielded good results. Millions of people suffering from critical heart diseases would benefit immensely if this medication is immediately made available to them. However, you need to conduct human clinical trials before it could be commercialised. It is also known that the stringent regulatory environment in the country will mean that human trials and final approval will take many years before it is made commercially available. On the other hand, regulation of clinical trials in many poor countries is weak and quick approval is possible. Many of your competitors also resort to human trials in these countries, often bribing the officials for getting quick approvals.

Given this situation, answer the following questions:

- (a) Identify the ethical issues which arise during clinical trials.
(b) Given the above situation, would you prefer to shift human trials to a third country where regulations are lax? Give reasons in support of your choice.
(c) Suggest a framework of standard procedure to minimise ethical conflicts and speed-up the approval process of new medicines. 25

मानव पर नैदानिक परीक्षण (clinical trials) के विनियम और प्रक्रियाएं राष्ट्र दर राष्ट्र भिन्न हैं। एक उभरते बायोमेडिकल क्षेत्र के रूप में स्टेम सेल शोध के लिए मानवीय परीक्षणों हेतु स्वीकृति की आवश्यकता होती है और इसे चुनौतियों का सामना करना पड़ता है। आप वैज्ञानिकों के एक दल के नेतृत्वकर्ता हैं जिन्होंने एक नई टिशू इंजीनियरिंग सिस्टम विकसित किया है जो हृदय के उत्तकों (टिशूज) को पुनः पैदा करने हेतु आशावान साधन नजर आता है। इस सिस्टम का पहले ही जानवरों पर परीक्षण किया जा चुका है और उसके अच्छे परिणाम मिले हैं। गंभीर हृदय रोगों से जूझते लाखों-लाख लोगों को इसे अत्यधिक लाभ होगा यदि यह इलाज उनके लिए शीघ्र उपलब्ध करा दिया जाता है। हालांकि इसके वाणिज्यीकरण से पूर्व मानव पर नैदानिक परीक्षण करने की आवश्यकता होती है। यह भी ज्ञात है कि इसके वाणिज्यिक रूप से (बाजार में) उपलब्ध होने से पूर्व देश में विनियमन संबंधी कठोर वातावरण के कारण मानवीय परीक्षण और अंतिम स्वीकृति में वर्षों लग जाएंगे। वहीं दूसरी ओर बहुत से गरीब राष्ट्रों में नैदानिक परीक्षण सम्बन्धी विनियमन ढीले हैं और शीघ्र स्वीकृति संभव है। आपके बहुत-से प्रतिद्वंद्वी भी नैदानिक परीक्षण हेतु प्रायः ऐसे राष्ट्रों का रुख करते हैं जहां वे अधिकारियों को रिश्वत दे कर शीघ्र स्वीकृति प्राप्त कर लेते हैं।

दी गई परिस्थिति के अनुसार निम्नलिखित प्रश्नों के उत्तर दीजिए:

- (a) नैदानिक परीक्षण के दौरान उभरने वाले नैतिक मुद्दों की पहचान कीजिए।
(b) दी गई उपर्युक्त परिस्थिति में, क्या आप मानवीय परीक्षणों को किसी तीसरे देश में स्थानांतरित करना पसंद करेंगे जहां विनियमन ढीले हैं? अपने चयन हेतु कारण दीजिए।
(c) नैतिक संघर्ष को कम करने एवं नई दवाइयों हेतु स्वीकृति की प्रक्रिया को तीव्र करने के लिए मानक प्रक्रिया का एक प्रारूप सुझाइए।

(a) Ethical issue involved is

(i) ethics of stem cell research vs religious considerations

(ii) the life of heart patients vs the lives of human trials.

(iii) Adhering to country's regulation vs speeding up steps to improve lives of patients.

(iv) The issue of human trials lives in case unfortunate incidents happens.

(b). Shifting to another country would possibly increase the speedy commercialisation of medicine for the betterment of many heart patients. It also gives profits at early stage cutting the delay and regulations. Also improves company's reputation as it is released at the peak of time and no rival companies have made such a

Breakthrough. But resorting to this move has ethical and lawful violations. To evade my country's regulations I go to another country itself creates a moral dent in company's values much like tax evasion/avoidance practices.

Since the regulations are at place to improve the transparency and accountability of clinical trials and for the safety of humans in trials, unleashing a medicine for the betterment of patients by avoiding all such things sounds a low in morality and ethics. It is like saving lives at the expense of others. So it would not be a case I will pursue as it both personally and professionally downgrade the ethics, law of the land and my consciousness.

(C) It is important for the country to have a balanced standard of procedure (SOP) while applying for human trials.

(i) Need an SOP codifying each steps and authorities to be approached.

(ii) decrease the red tapism by cutting down unnecessary approval stages.

(iii) Constitute an Ethical Committee within the MCI for a speedy and better handling of these cases.

(iv) List the available hospitals for human trials and update the information and constant regulation and monitoring to avoid malpractices.

(v) Make the ^{anti} corruption regime stronger so that officials are punished for engaging in foul play.

