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GENERAL STUDIES (TEST CODE : 760)

Name of Candidate	MINAL KARANWAL		
Medium Hindi/Eng.	ENGLISH	Registration Number	26970
Center	ORN	Date	23/12/16

INDEX TABLE

Q. No.	Maximum Marks	Marks Obtained
1(a)	10	
1(b)	10	
2(a)	10	
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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 HINDI and ENGLISH. इसमें चौदह प्रश्न हैं तथा हिन्दी और अंग्रेजी दोनों में छपे हैं।
3. All questions are compulsory. सभी प्रश्न अनिवार्य हैं।
4. The number of marks carried by a question/part is indicated against it.
प्रत्येक प्रश्न/भाग के अंक उसके सामने दिए गए हैं।
5. Answers must be written in the medium authorized in the Admission Certificate, which must be stated clearly on the cover of this Question-Cum-Answer (QCA) Booklet in the space provided. No marks will be given for answers written in medium other than the authorized one.
प्रश्नों के उत्तर उसी माध्यम में लिखे जाने चाहिए जिसका उल्लेख आपके प्रवेश पत्र में किया गया है और उस माध्यम का स्पष्ट उल्लेख प्रश्न-सह-उत्तर (क्यूसीए) पुस्तिका के मुख्य पृष्ठ पर अंकित निर्दिष्ट स्थान पर किया जाना चाहिए। उल्लिखित माध्यम के अतिरिक्त अन्य किसी माध्यम में लिए गए उत्तर पर कोई अंक नहीं मिलेंगे।
6. Word limit in questions, if specified, should be adhered to.
प्रश्नों में शब्द सीमा, जहाँ विनिर्दिष्ट है, का अनुसरण किया जाना चाहिए।
7. Any page or portion of the page left blank in the Question-Cum-Answer Booklet must be clearly struck off.
उत्तर पुस्तिका में खाली छोड़ा हुआ पृष्ठ या उसके अंश को स्पष्ट रूप से काटा जाना चाहिए।

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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 is not more than 150 words each.

1. (a) Celebrities are paid huge amounts by companies for endorsing products that at times turn out to be harmful for the consumers. Examine the ethical dimensions involved in such instances. 10

विज्ञापन के लिए सेलेब्रिटीज (ख्यातिप्राप्त व्यक्ति) को ऐसे उत्पादों के कंपनियों द्वारा मोटा भुगतान किया जाता है जो कई बार उपभोक्ताओं के लिए हानिकारक होते हैं। ऐसे दृष्टान्तों से जुड़े नैतिक आयामों का परीक्षण कीजिए।

Ans celebrity endorsements are a way to attract customers to buy the product by encashing on the celebrities glam and fan following.

however, there are certain ethical dimensions involved.

(1) If the celebrity charges large amount of money, he should make sure that the product is not harmful to health. Ex: Pierre Brosnan withdrew from a Pan Masala endorsement campaign.

(2) He should take care of not to mislead his fans into consumption of something harmful.

(3) However, the celebrity cannot be 100% sure about the product quality and if implicated, he should be given some leeway. ex: Madhuri Dixit being served notice after Maggi was found to be contaminated with lead.

Therefore, the celebrities need to be aware that the product they endorse doesn't harm the public. They should refrain from unduly using their celebrity status.

1. (b) Lack of cleanliness in urban areas despite schemes such as the Swachh Bharat Abhiyan point to difficulties faced in bringing about attitudinal and behavioural changes. Discuss.

10

स्वच्छ भारत अभियान जैसी योजनाओं के बावजूद शहरी क्षेत्रों में साफ-सफाई का अभाव वस्तुतः लोगों की सोच के साथ-साथ उनके व्यवहार को परिवर्तित करने में सामना की जाने वाली कठिनाइयों को इंगित करता है। चर्चा कीजिए।

Ans. Swachha Bharat Abhiyaan was launched to tackle the menace of dirt in urban & rural areas. To uphold Gandhi's 'cleanliness & godliness' adage, it was aimed the complete cleanliness would be achieved by 2019.

Toilets were constructed, water connections secured, minimal changes in some open defecation free villages was seen. But dirt persists because no attempt is made to alter attitude.

(1) ~~Rural~~ People are orthodox oppose construction of toilets in their house based on religious reasons.

(2) Also, since toilets are

associated with dirt, it cannot be under the same roof as the kitchen.

This attitude needs to be changed through adequate persuasion & social influence.

This can happen if content

(1) awareness programs are held highlighting the & health impact of open defecation like diarshoea.

(2) highlighting best practices like Banko Bikanro in

Rajasthan - where OPF was achieved due to community participation.

(3) conditioning people to not to ^{aw} throw away garbage as if its the responsibility of some-one else to clean.

2. (a) Issues around economic inclusion are not just about income gaps, there are many dimensions of moral and ethical choices as well. Discuss. 10

आर्थिक समावेशन से जुड़े मुद्दे केवल आय अंतराल से संबंधित नहीं हैं, बल्कि इसमें नैतिक और आचारीय चयन के कई आयाम भी हैं। चर्चा कीजिए।

Ans. According to the ILO report of 2016, 1% of India's population earns 33 times more than the bottom 10%.

Hence economic inclusion involves ~~gap~~ closing such glaring income gaps and ushering income equality.

But it also includes many dimensions of moral and ethical choices -

(1) lower castes might have money but can't use it to avail opportunities. Hence Stand Up India Scheme - a step in the right direction.

(2) Gender pay parity stares in the face of modernity

(3)

- (b) Socially and economically marginalized women are used to make a profit, often at the cost of their own health and reproductive autonomy, in the name of commercial surrogacy. Discuss the ethical issues associated with commercial surrogacy in India. Should commercial surrogacy be completely banned?

10

सामाजिक और आर्थिक रूप से हाशिए पर रहने वाली महिलाओं का वाणिज्यिक सरोगेसी के नाम पर, अक्सर उनके स्वास्थ्य और प्रजनन संबंधी स्वायत्तता की कीमत पर, लाभ कमाने के लिए उपयोग किया जाता है। भारत में वाणिज्यिक सरोगेसी से जुड़े नैतिक मुद्दों पर चर्चा कीजिए। क्या वाणिज्यिक सरोगेसी पर पूर्ण प्रतिबंध लगा दिया जाना चाहिए?

Ans Surrogacy is a concept wherein a hired woman carries the baby of other parents in her womb - for which she is paid - often inadequately - and that is the debate, called renting of the womb.

Though surrogacy is preferred by many women in India as a reliable means of earning money, it has been marred by several problems -

(1) Renting parents often take adequate care during pregnancy but once child delivered, no post natal care which leads to her health deprivation.

(2) Sometimes, the mother gets attached to the child in the womb, but can't get to keep her.

(3) Sometimes, the amount promised by the parents is not paid. Sometimes, no amount is paid. ~~Thus~~ And since, surrogacy is not legally regulated, she can't approach an authority for justice.

Because of the above, some proclaim that commercial surrogacy should be completely banned. But this will snatch the livelihood of many woman, who consider it a respectable job. Instead regulate it and prevent their exploitation and proper post-child birth care & due compensation.

3. (a) While discussing the ethical issues that journalists face on a regular basis, examine the causes of increased sensationalism in news media in recent times.

10

पत्रकारों द्वारा नियमित रूप से सामना किये जाने वाले नैतिक मुद्दों पर चर्चा करते हुए, हाल के दिनों में समाचार जगत में अधिक से अधिक सनसनी फैलाने के कार्य के कारणों का परीक्षण कीजिए।

Ans. Media is touted to be the 4th pillar of democracy, entrusted with the responsibility of scrutinising the govt. activities and soliciting public opinion on such activities and also acting as platform for the interaction of the government and the governed.

However, due to increased sensationalism, this duty of the media stands to be jeopardised.

- (1) Media houses seek TRPs
- (2) Paid news intentionally creates sensationalism.
- (3) Corporate houses owned media houses intentionally divert attention from imp. issues.

(4) News channels seek to become
entertainment channels to
garner more viewership and
hence more money.

This has led the journalists to
be faced with the ethical
dilemma of whether to
give correct reportage or to
abide by directives of media
houses to give sensational
news to earn more money.

This has shifted focus from
real public issues like
poverty, lack of food & housing
to Brangelina breakups &
celebrity pregnancies.

- (b) What are the various sources through which humans can judge the correctness of their actions? In the context of public life discuss how these sources are important in offering a clear and practical guidance. 10

वे विभिन्न स्रोत क्या हैं जिनके माध्यम से मनुष्य अपने कृत्यों के औचित्य का परीक्षण कर सकता है? चर्चा कीजिए कि सार्वजनिक जीवन के संदर्भ में स्पष्ट और व्यावहारिक मार्गदर्शन प्रदान करने में ये स्रोत किस प्रकार महत्वपूर्ण हैं?

Ans. Morality decides whether an action is right or wrong.
But morality functions at the individual level or small societal level. The larger determinant is a set of ethical standards

Thus various sources through which correctness of actions can be judged are -

- (1) Self-morality - based on one's own set of morals.
- (2) Morality of the society one lives in - ex: adhering to khap Panchayats model of decency.
- (3) larger Morality of the organisation one is part of.
ex: civil servants need to be

honest, transparent in functioning and maintain the integrity of their office & serve public interest.

(4) Larger ~~by~~ universalistic ethical principles like honesty, impartiality, brotherhood etc.

In the context of public life, one can be driven by either of the above 4 sources.

(1) Not to be corrupt and seek rent, based on organisational morality.

(2) Not to discriminate ~~among~~ people based on caste - based on universalistic ethical principles.

(3) Not to choose to ignore ^{small} acts of insincerity and maladministration based on personal morality of hardwork.

4. (a) Should a person resort to leaking of information in case of wrongs done in the organization ? Does it cause a conflict of interest between the personal, organizational and societal spheres? Discuss with examples. 10
क्या संगठन में की गई गलतियों के संबंध में व्यक्ति को सूचना लीक करनी चाहिए? क्या यह व्यक्तिगत, संगठनात्मक और सामाजिक क्षेत्रों के बीच हितों का टकराव पैदा करता है? सोदाहरण चर्चा कीजिए।

Ans: Organisational ethics calls for one to be loyal & committed to the organisation and promote its image, no matter what. But in case of wrongdoing, what should be the preferred path?

Along with commitment to organisational values of loyalty & integrity, one also has a commitment to public service values. Public good and interest is above national interest.

Thus, in such cases, if a decision is being taken to jeopardise public interest, one must politely convey his displeasure to higher ^{staff} echelons of power and, if

no action is taken, he can leak the information to the media for example.

There will be a visible conflict of interest between personal interest of earning incentive via being loyal, organisational interest of blindly following the rules & directives and societal interest of maximum welfare.

ex 1: A minister might continue with a social welfare scheme because it is benefitting his vote bank, even though it's a waste of public money.

ex 2: A minister may allow certain culprits to be free as he has a nexus with them.

In both cases, the administrator is expected to toe the line, compromising public interest.

- (b) Competition, it is argued, spurs the best of performance, however, can it also instigate cheating and unethical behaviour? Discuss with adequate examples.

10

यह तर्क दिया जाता है कि प्रतियोगिता सर्वोत्तम प्रदर्शन की प्रेरणा देती है, लेकिन क्या यह धोखाधड़ी और अनैतिक व्यवहार के लिए भी प्रेरित कर सकती है? पर्याप्त उदाहरणों के साथ चर्चा कीजिए।

Ans. Adam Smith was the pioneer of the concept of open competition and said that it would lead to equality of opportunities for all.

However, what is practised today is manipulative competition or formal competition - only by the name.

For ex: when coal blocks were being formally auctioned, they were actually bought by the favourites of the government through rent seeking. Same was the case with spectrum licenses.

competition is often jeopardised due to clastic interference or what is called lobbying

It is sometimes seen that contracts that are being awarded by bureaucrats are to personal favourites, in exchange of favours.

Though competition Commission of India exists to ensure fair competition among the various stakeholders, it continues to be jeopardised in practice due to favouritism.

5. (a) "A person may cause evil to others not only by his actions but by his inaction, and in either case he is justly accountable to them for the injury". Explain the statement giving one example each from personal and public life.

10

"व्यक्ति न केवल अपने कार्यों द्वारा, बल्कि अपनी निष्क्रियता द्वारा भी दूसरों को क्षति पहुंचा सकता है, और दोनों ही स्थितियों में हुए नुकसान के लिए वह उनके प्रति उचित रूप से जवाबदेह होता है।" व्यक्तिगत और सार्वजनिक जीवन से एक-एक उदाहरण देते हुए इस कथन की व्याख्या कीजिए।

Ans. Gandhiji had once said that one should not uphold inaction in the name of non-violence, even though the latter was a concept most dear to him.

Hence, we can either cause harm to others by -

(a) action: acts of violence, perjury, words, decisions by a civil servant.

→ public life: a decision to acquire land of farmers for construction of a highway.

→ personal life: my decision to falsely advise my fellow classmate with respect to the study material to be read.

(b) inaction - by restraining
decision making or
being ignorant &
indifferent.

→ public life • policy paralysis
during the UPA II
regime.

• or not withdrawing a scheme
that does no social welfare,
but wastes public money.

→ personal life • being ignorant
to the depravity
around in the form of
gender violence or fooling
of other consumers.

Thus, action & inaction are
two sides of the same
coin, capable of causing
similar harm to others.

(b) "A people that values its privileges above its principles soon loses both."
What does this quotation mean to you? Explain with an example. 10

"वे लोग जो अपने सिद्धांतों की तुलना में अपने विशेषाधिकारों को महत्व देते हैं, शीघ्र ही दोनों को खो देते हैं।" आपके लिए इस उद्धरण का क्या अर्थ है? उदाहरण सहित व्याख्या कीजिए।

Ans The rationale behind the induction of the Fundamental Duties was that people should realise that they have certain duties towards the state & they are not mere benefactors of privileges.

Hence people shouldn't value privileges above principles.

Principles are the core of one's personality and if they are compromised in the name of receiving privileges like monetary benefits, then they stand to lose both.

A core set of principles, that one abides by, no matter what - is reflective of moral strength and reliability.

of character.

Ex: If a civil servant compromises the principle of integrity and places himself under undue financial obligation, then he is set to lose his job if exposed and also no use of the monetary benefit. Moreover, he cannot be further relied on for any other task or job.

Thus, keeping principles intact is the need of the hour as that will guarantee stability in both life & job.

6. Instances of atrocities against dalits despite stringent legal measures point to the fact that the problem is not one of legality only but a matter of entrenched social prejudices and attitude. In this context suggest some effective measures to address the issue holistically. 10

कठोर कानूनी उपायों के बावजूद दलितों के विरुद्ध अत्याचार के विभिन्न उदाहरण इस तथ्य को इंगित करते हैं कि समस्या केवल कानूनी नहीं है अपितु यह दृढ़ सामाजिक पूर्वाग्रहों और अभिवृत्ति का मामला है। इस संदर्भ में मुद्दे के समग्र समाधान के लिए कुछ प्रभावी उपायों का सुझाव दीजिए।

Ans. Ambedkar had said that if the Indian society is unable to do away with its moral depravity with respect to caste bias, it shall never progress.

Thus, inspite of stringent anti caste prejudice measures like SC/ST Prevention of Atrocities Act, one continuously hears about atrocities being committed. That is because of entrenched social attitudes, that can be tackled -

(a) At the school level by appropriate sensitisation.

(b) Making Dalits & upper caste students sit together in classrooms, as

Dalit teachers teaching a class of upper caste.

(c) Same model to be replicated at the college level.

(d) Market places to be made more accessible to the lower caste.

(e) continuous sensitisation workshops at public places.

(f) conveying that caste is man made & not god-made

(g) Reservations in public & private organisations alike to forge a sense of togetherness among castes.

Thus, a more holistic approach is required to battle the prejudices. Retributive punishment is merely an addition.

7. What do you mean by 'anonymity in the civil services'? Explain why anonymity and neutrality are considered as important traits for civil servants.

10

'सिविल सेवा में अवैयक्तिकता (anonymity)' से आपका क्या आशय है? व्याख्या कीजिए कि क्यों अवैयक्तिकता और तटस्थता सिविल सेवकों के लिए महत्वपूर्ण लक्षण माने जाते हैं।

Ans. Anonymity means that the civil servants can take decisions and convey it to the ministers. He can implement these decisions however he wants to. But ultimately the blame or the responsibility for any wrongdoing lies with the ministers, and not the civil servant.

Anonymity shields the civil servant from public fire and their unwanted needs & aspirations. It allows him to function in a value-less atmosphere and formulate policies based on merit alone.

~~And~~ Neutrality, along with anonymity is considered an important trait of civil servants as it allows them to function in a value-less atmosphere that is free from both undue public aspirations and unwanted political interference. This will ensure their maximum devotion to the cause of public good.

8. Prescription of dresscode for women not only violates their liberty but also reflects outdated views on gender relations as well as proper conduct. Comment. 10

महिलाओं के लिए ड्रेसकोड का विधान न केवल उनकी स्वतंत्रता का उल्लंघन करता है, अपितु यह लैंगिक संबंधों और साथ ही उचित आचरण संबंधी दकियानूसी विचारों को भी प्रदर्शित करता है। टिप्पणी कीजिए।

Ans Even staunch revivalist like Vivekananda recommended equality for men and women as that would ensure that both the wheels of a cart called society are intact.

Women need not be bound within any prescribed ^{rules} or rules of conformity as it impedes their liberty. They have as much the right as men do, to dress up in any way that they want to.

A short skirt should not be seen as reflection of immorality or an invite to

abuse and on the other hand, a salwar kurti need not convey that the girl is of conservative thoughts. Both the dresscodes should ~~st~~ not be used to judge anything about the women.

Skewed gender relations in the society with an entrenched male bias has prevented women from being free in thought & expression. Dresscode is just one of its manifestation.

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

9. You are DM of a very poor district in the hinterland of India. It has come to your notice that manual scavenging is widely prevalent in the district even though the new law prohibits manual scavenging in any form. Upon enquiry, you have found that the number of manual scavengers has been reported to be very low, however, hundreds of dry latrines in the district depict a different picture. You have also noticed two more important trends: first, most of the manual scavengers are Dalits, and second, in many of the cases they themselves go to the houses and request the owners to clean their toilets manually, as it would provide monetary benefits. The entire district administration has been criticized by the media and there is political pressure on you to manipulate the data in a way that it shows less number of manual scavengers in the district. Based on the given information answer the following:
1. Identify the ethical issues associated with manual scavenging.
 2. List the options available to you in the given case. Evaluate the merits and demerits of each.
 3. Discuss some feasible steps that you can take to control this serious problem.

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आप भारत के अंदरूनी क्षेत्र में एक बहुत-ही पिछड़े जिले के डी.एम. हैं। आपको यह पता चला है कि नये कानून द्वारा किसी भी रूप में मैला ढोने की प्रथा पर प्रतिबंध लगाए जाने के बावजूद जिले में यह व्यापक रूप से प्रचलित है। पूछताछ करने पर आपको ज्ञात होता है कि मैला ढोने वालों की संख्या बहुत कम बताई गई है, जबकि जिले में सैकड़ों शुष्क शौचालय अलग ही तस्वीर प्रस्तुत करते हैं। आप दो अन्य महत्वपूर्ण प्रवृत्तियों का भी अवलोकन करते हैं: पहला, अधिकांश मैला ढोने वाले दलित हैं और दूसरा, कई प्रकरणों में वे स्वयं घरों में जाते हैं और गृहस्वामियों से उनका शौचालय हाथ से साफ करने का अनुरोध करते हैं, क्योंकि इससे मौद्रिक लाभ होगा। संपूर्ण जिला प्रशासन की मीडिया द्वारा आलोचना की गई है। इस कारण आप पर आंकड़ों में इस प्रकार से हेरफेर करने का राजनीतिक दबाव है जिससे जिले में मैला ढोने वालों की कम संख्या का पता चले। दी गई जानकारी के आधार पर निम्नलिखित का उत्तर दीजिए:

1. मैला ढोने से संबद्ध नैतिक मुद्दों को चिन्हित कीजिए।
2. दिए गए प्रकरण में आप स्वयं के लिए उपलब्ध विकल्पों को सूचीबद्ध कीजिए। प्रत्येक विकल्प के गुणों-अवगुणों का मूल्यांकन कीजिए।
3. आपके द्वारा इस गंभीर समस्या को नियंत्रित करने के लिए उठाए जा सकने वाले कुछ व्यावहारिक कदमों की चर्चा कीजिए।

1. Manual scavenging in India involves the following ethical issues-
- it is associated only with the lower caste or Dalits - indicative of discriminatory caste segregation.
 - it is a dehumanising job - involves collecting the faecal matter of others
 - many manual scavengers lose their life while cleaning sewage drains due to poisonous gases
 - such scavengers and their coming generations are not given enough opportunities for rehabilitation

2. The options available to me are various. As the DM of the district, I have the duty to maintain equality as enshrined in the constitution. Also, I have to maintain the core of ethics in public administration - i.e., public service. The options available would be -

① Manipulate the data according to the political pressure:

Merits: • would fair well during performance appraisal report making.

- minimum hassles that might have arisen if I went against the politicians
- Painting a good picture of the public organisation.

Demerits: • Compromising with the value of public service as ~~that~~ ^e disclosure of actuality would help in remedying the situation.

- Going against the ethos of civil service and the conduct rules of political neutrality.

③. Not to manipulate the data and to expose the political pressure and the shortcomings in ~~pol~~ media.

Merits: • Addressal of the issue to the public - how corrupt their representative are.

- Escape the battling of the political pressure
- Interference of courts.

Demerits : • compromising on the organisational value of integrity and loyalty to the organisation.

• depleting the trust people have laid in the organisation, thus compromising on its image

© To politely convey to the political masters your inability to follow their directives and to convince them that battling the problem is a solution, not hiding it.

Merits : • Effective tackling of the problem.

• Being responsive to the public needs

• Putting national interest & public good over self interest.

Demerits : • going against the politicians might backfire in the performance appraisal.

• Punishment postings.

• The social evil will be left to further deprave the society.

3. Feasible steps to control the problem:

(1) Ensure that the dry latrines in the district get water connections.

(2) To eliminate voluntary manual scavenging for monetary benefits - provide alternative employment opportunities

(3) Awareness programs in the district to tackle caste segregation.

(4) Check the fault in seepage, as no. was falsely reported.

(5) Construct even more toilets with adequate water & sewage connection.

change will be on card only if efforts are made in that direction.

10. You are SP of a district where the use of drugs is prevalent, especially among the youth. The neighbouring districts are also suffering from the same problem. There is a huge hue and cry in the national media about the drug issue and the government and political parties are pressurising the police and district administration to act on the issue. A big deal of drugs is busted by the police in your area and all the culprits have been arrested. However, even before you reach your office, a minister from the ruling party of the state calls and asks you to release few of the culprits. You have long suspected the role of many senior leaders in this drug menace of the state. You have also been informed by your juniors that a few officers who dared to act against people involved in drug dealings were transferred or suspended on wrong charges earlier.

1. Identify the options available to you.
2. Evaluate the pros and cons of each of your options.

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आप एक ऐसे जिले के एस.पी. हैं जहां मादक पदार्थों का व्यापक उपयोग होता है, विशेष रूप से युवाओं के बीच यह सर्वाधिक प्रचलित है। पड़ोसी जिले भी इसी समस्या से ग्रसित हैं। मादक पदार्थों से जुड़े मुद्दे के संबंध में राष्ट्रीय मीडिया में हायतौबा मची है और इस मुद्दे पर कार्रवाई करने के लिए सरकार और राजनीतिक दल पुलिस एवं जिला प्रशासन पर दबाव डाल रहे हैं। आपके क्षेत्र में मादक पदार्थों की एक बड़ी डील का पुलिस द्वारा भंडाफोड़ किया जाता है और सभी अपराधियों को गिरफ्तार कर लिया जाता है। हालांकि, इससे पहले कि आप अपने कार्यालय पहुंचते, राज्य के सत्तारूढ़ दल का एक मंत्री आप को बुलाता है और कुछ अपराधियों को छोड़ने के लिए कहता है। आप लंबे समय से राज्य में मादक पदार्थ से जुड़े इस खतरे में कई वरिष्ठ नेताओं की भूमिका पर संदेह करते रहे हैं। आपको, आपके कनिष्ठों द्वारा सूचित किया जाता है कि मादक पदार्थों की डीलिंग में सम्मिलित लोगों के विरुद्ध कार्रवाई करने का साहस जुटाने वाले कुछ अधिकारियों को पूर्व में गलत आरोपों में स्थानांतरित या निलंबित किया जा चुका है।

1. स्वयं के समक्ष उपलब्ध विकल्पों की पहचान कीजिए।
2. अपने प्रत्येक विकल्पों के पक्ष-विपक्ष का मूल्यांकन कीजिए।

As the SP of the district, it is my duty to vehemently uphold the values of public service and act against any force that seeks to compromise my objectivity and integrity.

(1) The options available to me are -

(2) (A) To obey the politician and order the release of a few culprits.

Merits : • Good record in the eye of the politician that will again reflect in the performance appraisal.

- No ethical dilemma to be solved as blindly obeying the directives has led to a successful escape.
- Favourable opportunities of promotion or other incentives like reward postings.
- No suspension or transfer.

Demerits : • Drug has spoiled the life of many youths already one cannot let it spoil further lives. The culprits released will continue with drug trade.

- Compromise with the ethics of civil services and conduct rules of political neutrality & integrity.

- The core of ethics in public

administration is that of public service and by allowing drug traffickers free, I am not doing justice to my oath of public service.

③ To expose such unethical political pressure to the media, since its already a matter of hot debate.

Merits : • Matter of public importance will be addressed to the public itself

- Accountability & probity of the minister would be forced.
- I would escape the pressure.

Demerits : • Depraving the trust that the public has placed in the organisation.

- compromising with the organisational values of integrity & loyalty

© To politely convey to the minister that his orders can't be followed.

Merits : • Since the senior leaders have been thought to have a hand in the drug menace, abiding to their directives would be betraying the trust of the public.

• By punishing the culprits, one might tackle the drug menace and save many lives.

• upholding the code of ethics & code of conduct of honesty, integrity, transparency, accountability & political neutrality.

• whistleblower protection Act already exists to prevent victimisation.

Demerits : • Since the minister might have done it before, he might not be convinced.

• It may backfire in the form of suspension and transfer.

Thus, I might convey this problem to the seniors and solicit advice. I will not release the culprits, ignoring the threat of suspension or transfer.

This will be best done in public interest.

11. You are the manager of a small hotel which maintains high standards of ethics in dealing with its customers. One day a person comes to your hotel and enquires about booking a room at your hotel. However, due to peak season, all rooms were already booked and hence the staff politely informed him about the unavailability. The person, however, was adamant and took this as a personal insult and started misbehaving with the staff present at the counter. Citing his political connection he also threatened the staff of severe consequences. Next day the person lodged a frivolous complaint with the police under the stringent SC/ST act. In his complaint he accused you and your staff of insulting him deliberately on the basis of his caste. He insisted further that he was denied a room at your hotel due to the caste he belongs to.

1. What are the options available to you?
2. Evaluate each of these options and choose the option which you would adopt, giving reasons.

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आप एक छोटे से होटल के प्रबंधक हैं जिसका अपने ग्राहकों से व्यवहार का उच्च नैतिक मानक है। एक दिन एक व्यक्ति आपके होटल में आता है और आपसे होटल में कमरा बुक करने के संबंध में पूछताछ करता है। हालांकि, पीक सीजन होने के कारण सभी कमरे पहले से ही बुक हैं और इसलिए कर्मचारी विनम्रता पूर्वक उसे अनुपलब्धता के संबंध में सूचित करता है। लेकिन वह व्यक्ति हठी था और इसे व्यक्तिगत अपमान के रूप में ले लेता है और काउंटर पर उपस्थित कर्मचारियों के साथ दुर्व्यवहार पर उतर आता है। अपने राजनीतिक संबंधों का हवाला देते हुए वह कर्मचारियों को गंभीर परिणाम की धमकी देता है। अगले दिन वह व्यक्ति कठोर एस.सी./एस.टी. अधिनियम के तहत पुलिस के पास ओछी शिकायत दर्ज करवाता है। अपनी शिकायत में वह आप पर और आपके कर्मचारियों पर अपनी जाति के आधार पर जानबूझ कर अपमान करने का आरोप लगाता है। वह आगे कहता है कि वह जिस जाति से संबंध रखता है, उसके कारण उसे आपके होटल में कमरा देने से मना किया गया था।

1. आपके समक्ष उपलब्ध विकल्प क्या हैं?
2. इनमें से प्रत्येक विकल्प का मूल्यांकन कीजिए और स्वयं द्वारा चुने जाने वाले विकल्प का कारण बताइए।

As the manager of the hotel, I have always maintained my ethics in dealing with the customers. The organisational values ~~have~~ of customer service have been kept intact and no compromise has been made for anyone.

The particular person was adamant to get the room even though he was politely conveyed that rooms were unavailable. He goes on to file a frivolous complaint against us. The options available would be . . .

① convince the police that the ^{complaint} ~~application~~ be dismissed as it is mala-fide.

Merits : Since the rooms were genuinely not available, the complaint should not be pursued further and should be dismissed. The register of room booking can be used as proof.

Demerits : The complainant can further raise a hue & cry in public and since caste is a sensitive issue, it

can backfire on the image of my hotel. Thus, I shouldn't ask the police to dismiss the complaint.

③ Pursue the complaint in the court and since I have facts as evidence, I shouldn't back off.

Merits: Since a sensitive issue like caste is involved, I would be mistaken if I ask for dismissal of complaint. I should allow investigation and court proceedings for the truth to come out.

Demerits: Since proceedings are underway, it may harm the image of my hotel that may lead to a cascading effect on my profits. Confronting the complaint will not lead to this situation.

© To threaten the complainant with dire consequences, if he doesn't withdraw his complaint.

Merits : No harm to the public image of the hotel.

- My resources will be saved, otherwise spent on court proceedings.

- I would escape any false implication and consequent imprisonment.

Demerits : This might backfire as the complainant will now have proof of violence and will strengthen his case.

- The public image of the hotel is set to be compromised.

(2) The best option is option (B), that calls for allowing the investigation process to proceed and since I have facts as evidence to corroborate my stance, I

need not fear, no matter how
stringent the SC/ST Act is.

12. You are the Health Secretary in a state where there is an outbreak of dengue and chikungunya diseases. There have been reports of negligent attitude of some private hospitals in the city. Also, the public hospitals do not have the required infrastructure and staff to meet such increased number of cases in a short span of time. Additionally, the staff is demoralised by the increased working hours and the public outrage. Despite the efforts of the local authorities this issue emerges year after year.

1. What are the immediate steps which should be taken in such a situation?
2. Suggest some long term measures to ensure that such a situation is not repeated.

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आप एक ऐसे राज्य में स्वास्थ्य सचिव हैं जहां डेंगू और चिकनगुनिया रोगों का प्रकोप है। शहर में कुछ निजी अस्पतालों के उपेक्षा भरे रवैये की भी सूचना है। इसके साथ ही, सरकारी अस्पतालों में इतने कम समय में इन मामलों की इतनी बढ़ती संख्या का सामना करने के लिए आवश्यक अवसंरचना और कर्मचारी नहीं है। इसके अतिरिक्त, कर्मचारी काम के घंटे में वृद्धि और जनता के आक्रोश से हतोत्साहित हैं। स्थानीय प्राधिकरणों के प्रयासों के बावजूद यह समस्या वर्ष दर वर्ष बढ़ती जा रही है।

1. ऐसी स्थिति में उठाये जा सकने वाले तत्कालिक कदम क्या होंगे?
2. यह सुनिश्चित करने के लिए कि ऐसी स्थिति की पुनरावृत्ति न हो, कुछ दीर्घकालिक उपायों का सुझाव दीजिए।

As the Health Secretary, my duty is to maintain a clean environment, that is disease free. It is my job to get all the stakeholders together to deliver to the people their right to a disease-free environment.

(1) Immediate steps to tackle the situation.

- To increase the no. of beds in public & private hospitals.
- To increase the no. of health

professions like doctors and nurses, so that overwork & frustration is reduced.

- To open helpline numbers for patients, in case the private hospitals deny them service.
- Advertisements on television, radio and hoardings to aware the people regarding the pros & cons. ex: Don't allow stagnant water collection.
- Order fumigation of the surroundings so that the breeding mosquitoes die.
- Helpline numbers also in case symptoms need to be confirmed.
- Emergency Response Teams can also operate mobile clinics & diagnostic centres

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(2) long term measures-

- Draw a detailed health plan of the state, detailing the no. of beds to be dedicated to such patients and the no. of health professionals in case of emergency - so that during crisis situation, no negligence is followed.

- Get broken drains & roads repaired so that mosquitoes don't find a breeding ground.

- Before the breeding season starts, adequate awareness programs for people to not to let water accumulate.

- Not to take paracetamol or other antibiotics without proper check ups.

- Rope in celebrities for effective awareness

- Set grievance redressal

units in case of violation of the health plan.

- e-monitoring of the no. of patients in specific areas. High risk areas to receive higher degrees of fumigation & control.

- Distributing mosquito nets sprayed with insecticides in slum areas

- Subsidising treatment, wherever possible

- Ask hospitals to prepare speciality teams for such diseases.

13. As a Forest Officer, you are receiving increasing complaints of certain animals ruining the farms and causing damage to crops. This is creating an undue financial burden for the farmers who are in deep distress because of the uncontrolled damage. Consequently, the farmers are demanding you to put forward a request for culling of animals. You are an animal lover and against culling of animals. You had made efforts to control the menace but the population of animals has increased beyond the managing capacity.

1. What are the options available to you? Evaluate each of these options and choose the option which you would adopt, giving reasons.

2. Also suggest some long term measures to ensure that such a situation is not repeated.

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एक वन अधिकारी के रूप में, आपको कुछ जानवरों द्वारा खेतों को बर्बाद करने और फसलों को क्षतिग्रस्त करने की बढ़ रही शिकायतें मिलती हैं। यह ऐसे किसानों पर अनुचित वित्तीय बोझ डाल रहा है जो अनियंत्रित क्षति के कारण गहरे संकट में हैं। परिणामस्वरूप, किसान जानवरों को मारने के लिए आपसे अपने वरिष्ठों से अनुरोध करने की मांग कर रहे हैं। आप पशु प्रेमी हैं और जानवरों को मारने के विरुद्ध हैं। आप उक्त समस्या को नियंत्रित करने का प्रयास कर चुके हैं, लेकिन जानवरों की आबादी प्रबंधन क्षमता से अधिक बढ़ गई है।

1. आपके समक्ष उपलब्ध विकल्प क्या हैं? इन उपलब्ध विकल्पों में से प्रत्येक का मूल्यांकन कीजिए और बताईए कि आप किस विकल्प को चुनेंगे। अपने उत्तर के पक्ष में तर्क दीजिए।

2. इसके साथ ही यह सुनिश्चित करने के लिए कि ऐसी स्थिति की पुनरावृत्ति न हो, कुछ दीर्घकालिक उपायों का सुझाव दीजिए।

As a forest officer, I have been given the duty to protect the illegal poaching of animals under the wildlife protection Act, 1972 and also to maintain them in their secure habitat and ensure the protection of people & property nearby.

However, because of the shootup in the population of the animals and the consequent damage they bring to the fields, this menace needs to be controlled.

Ⓐ Order the culling of animals -

Merits : • The crops are mainstay of food security and they need to be protected from animals. ✕

• Farmers are in distress because of damage to crops and this needs to be prevented. Their economic security needs to be maintained.

Demerits : • culling of animals goes against the provisions of wildlife Protection Act, 1972.

- My love for animals will be jeopardised.
- The dignity of animals stands to be compromised (as cited by

Supreme Court while banning Jallikattu).

③ To not to order culling.

Merits : I will be true to my love for animals.

• Animal rights of the right to live and with dignity won't be compromised.

Demerits : Crops will continue to be damaged and this will threaten food security.

• Farmers will go in further debt and this might lead to farmer suicides.

• Other property, not currently threatened, can be damaged.

④ Be a mute spectator without taking any action.

Merit: My love for animals, no matter what, will not be jeopardised.

Demerits: Crop damage & farmer distress.

I would go with option (A) as in the conflict between my interest of love for animals and public interest, I have to choose the latter. Crop damages need to be contained to ensure productivity and farmer welfare.

(2) long term measures -

- Ensure adequate fencing of the fields and the boundaries of the forests so that there is no animal invasion.
- culling of the problem creating animals if their population is exceeding beyond carrying capacity.

14. Dr. A.K. Singh, a professor of medicine, is a prominent cardiologist. His personal financial investments include significant stock holdings in three publicly traded biotechnology firms. He is approached by one of these firms to be a lead investigator in a therapeutic trial of a novel agent for preventing tissue damage from myocardial infarction (MI). This will be a randomized double-blinded, placebo-controlled clinical trial (neither patient nor physician will know whether the drug under investigation or a placebo is being used in a given patient). Dr. Singh is quite familiar with the preliminary animal and cell biology work in the area and believes that there is an excellent chance that this new drug will result in a significant improvement in survival and reduce damage to the heart muscle. He even thinks this novel agent may reduce the risk of heart failure and irregular beats. Dr. Singh's group is one of the few cardiology groups fully prepared to carry out this investigation, which is why he was contacted. He cares for a large number of patients with MI and believes that he could enroll numerous patients efficiently. The drug will only be available to his patients if his group participates in the trial. The company is offering Rs. 25 lakh for each patient enrolled. As a lead investigator, he will become much better known and will likely experience an increase in referrals if the trial succeeds.
1. Is Dr. Singh's participation in this study appropriate? Justify your position.
 2. Does Dr. Singh have a conflict of interest? If so, what is the nature of the conflict? How could it be mitigated.
 3. How would the nature of the conflict of interest be different had he not already owned stock, but instead had been offered stock as a form of compensation for conducting the study?

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मेडिसिन के प्रोफेसर डॉ. ए. के. सिंह प्रमुख हृदय रोग विशेषज्ञ हैं। उनके व्यक्तिगत वित्तीय निवेश में सार्वजनिक रूप से व्यापार करने वाली जैव प्रौद्योगिकी की तीन कंपनियों में बड़ी शेयर धारिता सम्मिलित है। उनसे म्योकार्डियल इन्फैक्शन (एम.आई.) से उतकों को होने वाली क्षति की रोकथाम करने के लिए एक नए एजेंट के चिकित्सीय परीक्षण में प्रमुख अन्वेषक बनने के लिए इन में से एक कंपनी द्वारा संपर्क किया जाता है। यह अक्रमिक, दोहरा अज्ञात, प्लेसबो- नियंत्रित नैदानिक परीक्षण है (परीक्षण या प्लेसबो के अंतर्गत औषधि, रोगी में प्रयोग की जा रही है या नहीं, न तो रोगी और न ही चिकित्सक को इसका पता चलता है)। डॉ. सिंह इस क्षेत्र में आरंभिक जन्तु और कोशिका जीव विज्ञान के काम से काफी परिचित हैं। उनका मानना है कि इस नई दवा के परिणामस्वरूप जीवन में महत्वपूर्ण सुधार होने की बहुत अच्छी संभावना है और हृदय की मांसपेशियों की क्षति भी कम होगी। उन्हें यहां तक लगता है कि यह नया एजेंट हृदयाघात और अनियमित धड़कन का खतरा कम कर सकता है। डॉ. सिंह का समूह इस प्रकार के परीक्षण का संचालन करने के लिए पूर्णतया तैयार कुछ हृदय रोग विशेषज्ञ समूहों में से एक है, इसीलिए उनसे संपर्क किया गया है। वह एम.आई. से बड़ी संख्या में रोगियों का इलाज करते हैं और उनका मानना है कि वह कई रोगियों को कुशलता से नामांकित कर सकते हैं। यह दवा उनके मरीजों के लिए केवल तभी उपलब्ध होगी यदि

उनका समूह इस परीक्षण में भाग लेगा। कंपनी, प्रत्येक नामांकित रोगी के लिए 25 लाख रुपए प्रदान कर रही है। प्रमुख अन्वेषक के रूप में, वह अधिक प्रसिद्ध हो जाएंगे और यदि परीक्षण सफल हो जाएगा तो रेफरल में वृद्धि की संभावना होगी।

1. क्या इस अध्ययन में डॉ. सिंह की भागीदारी उचित है? अपना औचित्य सिद्ध कीजिए।
2. क्या डॉ. सिंह हितों के टकराव से जुड़े हैं? यदि हां, तो ऐसे टकराव की प्रकृति क्या है? इसका शमन कैसे किया जा सकता है।
3. यदि उनके नाम पहले से ही शेयर नहीं होते तथा उक्त अध्ययन के संचालन के एवज में शेयर का प्रस्ताव किया गया होता तो हितों के टकराव की प्रकृति किस प्रकार अलग होती?

(1) No, Dr. Singh's participation in this study is not appropriate due to the following reasons -

→ Even though he knows that the drug has high chances of succeeding, there a chance that it might fail.

→ He is lured into the trial by the firm by offering 25 lakhs for each patient enrolled. This goes against his professional ethics of financial propriety and integrity to the medical organisation he is a part of.

→ He enjoys the trust of a large number of patients with MI

and he can't misuse this trust for his monetary benefits.

→ Fame and money should not be the driving force for a doctor, ethics of care should be.

- (2) Yes, There is a conflict of interest between his personal interest of monetary benefit and the interest of his patients who might be at the receiving end of a failed medical trial. Also if the drug succeeds, stocks of his firm will gain. It can be mitigated by Dr. Singh taking a stand for the patients, upholding the professional values of medicine and the Hippocratic oath he took when he started practising medicine - to give

precedence to the health of patient matter what. He can't be part of a randomised double-blinded clinical trial - that will impact the life of patients.

- (3) The nature of the conflict of interest would be the same as both involve some or the other kind of monetary compensation.

The only glitch would have been that Mr. Singh would have given his participation in the trial one extra thought as he is not directly responsible for the firm's profit or loss.

