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GENERAL STUDIES (TEST CODE : 760)

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Medium Hindi/Eng.	English	Registration Number	27904
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INDEX TABLE

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

Total Marks Obtained:

INSTRUCTIONS

1. Do furnish the appropriate details in the answer sheet (viz. Name, Registration Number and Test Code).
2. There are FOURTEEN questions printed in ENGLISH.
3. All questions are compulsory.
4. The number of marks carried by a question/part is indicated against it.
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.
6. Word limit in questions, if specified, should be adhered to.
7. Any page or portion of the page left blank in the Question-Cum-Answer Booklet must be clearly struck off.

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

Recent 'Nestle Maggi ban' case brought to fore the issue of accountability of celebrities for the products endorsed by them.

Though there are no legal liabilities ~~for~~ on the celebrities in such cases, there is a moral accountability towards the public. This is because endorsing a sub standard or harmful product is infringement of public trust.

Moreover if such cases become repetitive, celebrities will lose their public appeal in future. This will also impact social campaigns that ride on their image, e.g., role of Amitabh Bachchan in Polio Campaign was

enormous.

However to determine ethicality of such endorsement, it is equally important to consider whether celebrity had knowledge about harmful nature of product. If the product is well-certified, then blaming celebrities is not justified.

Therefore, it is important that celebrities take all the precautions before associating themselves with a product.

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

Attitude and behaviour is shaped by the reward structure prevalent in society.

In this case, decades of indifference and tolerance towards uncivilised behaviour like littering the public spaces etc has made lack of cleanliness, a part of one's habits.

Swachh Bharat Abhiyan constitutes behavioural change as an important component. It is through celebrity appeal, political capital and awareness regarding health impacts of uncleanliness, ~~that~~ behavioural change is

being targeted.

However there are additional measures that are needed. These are

- ① Peer pressure : Society needs to instil a sense of shame for uncleanness.
- ② Targeting the schools : This will help inculcate desired behaviour right from the childhood.
- ③ Cognitive dissonance : This can be done by evoking religious principles that encourage cleanliness.

A school (Kendriya Vidyalaya) in Dehra Dun has become cleanest school in the country by providing 'Green Rules' to children & staff and mandating planting a tree in case of violation.

Such examples should be emulated

by the rest of the country.

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

Inclusive growth is not only grounded in economic logic, but it is backed by ethical principles also. These are

① Inalienable right to life with dignity for every individual: In a world where unsustainable consumption occurs along with deaths from hunger, 'shared prosperity' is ~~the~~ the answer for satisfying everybody's needs

② Concentration of wealth: ~~by a~~
Thomas Piketty, in his book, 'Capital in 21st century' showed that only 1% population controls 50% of the wealth. Gandhi's 'Trusteeship theory'

favours keeping the amount of wealth that is needed & using the rest for social purposes.

- ③ Mindless consumerism by a few ~~to~~ is threatening the survival of species including humans. This is against environmental ethics

2. (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

Reproductive Tourism, in India, has become a \$2.5 billion industry. Though it sustains livelihood of surrogate mothers who come from socially and economically marginalised sections, and extends parenthood to ~~the~~ many couples and single parents, there are many ethical concerns surrounding it. These are

- ① Supreme Court has raised concern over 'trade in wombs' or 'selling of children'
- ② The bond between surrogate mother and child is not recognised.

Separation from child has emotional costs for the mother.

③ Rights of the surrogate mother for neo-natal care and the child are violated, e.g., an Australian couple refused to take one of the twins due to the sex of the child

Therefore, given the livelihood dependence of surrogate mothers, there is a need to take the decision based on public opinion. Also the commercial surrogacy should be tightly regulated for protecting rights of the mother & the child

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

Given the influence journalists have on masses, compliance with media ethics is of utmost importance.

However in recent times, it has been seen that due to rising competition and desire for greater TRP, sensationalism has risen.

Example: Lack of sensitivity while interviewing victims of a disaster has been criticised widely.

Also such trend is also because of a rising tendency to advocate on an issue, rather than objectively inform the public about it. This results from lack of

understanding of the profession
or the growing politics-journalists
nexus.

Hence the need for self-
regulation by the industry cannot
be overemphasised

3. (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

Socrates highlights the importance of introspecting one's actions by saying,
"An unexamined life is not worth living"

Sources for such examination are

- ① Constitutional values : Since these provide a broad framework of our social aspirations, every individual should uphold these through their actions.

Example : In public life, one should avoid concentration of wealth, protect public property, respect women, strive for excellence and develop a scientific temper. These are in line

With values enshrined in
Directive Principles of State Policy
and Fundamental Duties

② Laws of the land should be
~~abided~~ upheld, not only in letter
but in spirit, e.g., Tax avoidance
by MNCs, though legal, is against
the spirit of laws

③ Professional ethics assume great
importance in public life, e.g.,
A doctor should abide by Hippocratic
oath and treat every patient
with honesty & diligence.

Other sources include religious
texts, international treaties, social
culture etc.

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

Acts of whistle blowing
present a complex ethical dilemma.
The conflicting principles in
whistleblowing are as follows

① Loyalty to society v/s Loyalty
to organisation

Consider the case of revelations
by Edward Snowden. Though he is
charged by espionage by US law
agencies and is ridiculed for
threatening national security, he
was also applauded for his ^{courage} ~~bravery~~
and commitment of global welfare
and right to privacy of citizens
across the world

② Career aspiration v/s Social good

An act of whistle blowing negatively impacts career prospects in the organisation. and it comes in conflict with larger social good.

Individuals like Satyendra Dubey lost their lives in their fight against corruption in the system. However their contribution towards raising transparency cannot be overlooked.

Therefore the society and the legal framework should encourage such acts which are done with good intention.

4. (b) Competition, it is argued, spurs the best of performance, however, can it also instigate cheating and unethical behaviour? Discuss with adequate examples. 10

Competition encourages improvement in performance. ~~It is~~ The market economy reaches an optimal outcome, riding on such competitive spirit. We have seen that during ~~the~~ times of monopoly of public sector in most sectors, the consumers faced scarcity and paid high prices for sub-standard goods.

However it is important to utilise ^{spirit of} competition in a positive manner. Example : recent ^{mass} cheating in examination in Bihar showed tendency to resort to unethical behaviour.

Similarly companies resort to unethical tactics to diminish competition in the market.

Recent case of doping by
Sportsmen by Maria Sharapova
~~shows that~~ points to the temptation
of resorting to unethical behaviour,
competition generates.

Hence, one should always strive for excellence in one's field and competition should provide an enabling environment for it.

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

Napoleon said that the world suffers not because of the actions of the bad but due to silence of the good.

This shows that acts of omission and non performance of duty has the potential to cause much harm.

When evil actions can be regulated through laws and social pressures, inactions can only be self regulated through one's conscience.

Example : If I have found my friend cheating in the exam, ignoring it will be unethical.

It is my duty to inform
the ~~be~~ enquirer about it and
also argue with my friend to
give up such practice.

Similarly lackadaisical attitude
of public officials towards their
works impact the quality of
service delivery. Hence lack of
dedication towards one's work is
unethical

5. (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

It is said that power comes with great responsibility. Hence if a person enjoys a privileged position, one should exercise caution in its appropriation.

Example: Consider the case of vast majority enjoyed ~~enjoyed~~ early Indira Gandhi government in 1970s. However abuse of power and subsequent imposition of emergency and violation of democratic principles, ultimately led to political fall out in the 1977 elections.

Hence people who hold privileged positions should be aware of the tendency of the

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

Recent Una incident has highlighted the persistence of brutalities against Dalits in India.

Though there exist stringent laws like SC & ST Prevention of Atrocities Act, the law enforcement on the ground is lacking. In cases of rape against Dalit women, it has been seen that police does not register FIR against 'higher caste' people.

There is a need to address the issue holistically through following measures -

- ① Economic empowerment of Dalits should reduce their economic dependence over higher castes by promoting entrepreneurship. Stand Up India programme is a right step.
- ② Attitudinal change should be targeted through sensitisation programmes and re-interpreting religious texts, e.g., BR Ambedkar showed that untouchability was not mentioned in Vedas for transforming religious individuals.
- ③ Sensitisation of police should be done for penalising such behaviour.

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

Anonymity in civil services
means working behind the curtain,
with attachment of responsibility
of outcomes ~~with~~ to the political
executive.

It is important to ensure
performance of duties without fear
or favour by civil servants. Moreover
since the final say rests with the
political executive, the minister should
take the responsibility of an outcome-
good or bad.

Neutrality, on the other hand,
means serving the political executive
without any bias. Since in a

democracy, political executive determines
constituents of public welfare, a
civil servant should work with
absolute political neutrality. This
also enhances reliability and confidence
in the civil servant's advice.

Hence neutrality and anonymity
are necessary for a healthy relationship
between civil servants & political leaders

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

Choice in ^{personal} matters of food, and dressing etc forms a basic part of liberty enjoyed by an individual in a democracy. Interference in such personal choices cannot be justified on ethical grounds

Moreover, dresscodes only for women, points to the conservatism prevalent in society. It denies equal rights for women and equal participation in society and economy.

It is ~~through~~ such prescription that provide grounds for victim blaming. A rape victim is usually blamed for the

crime. ~~for her~~

These notions lead to 'objectification of women' and should be eliminated from a society that aspires to be just and egalitarian.

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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Manual scavenging is banned
by law. Its persistence not only
violates the law of the land, but
also ~~expose~~ denies a dignified livelihood
opportunities to manual scavengers.
Moreover it perpetuates caste hierarchies
and discrimination

Options available are

1. Manipulate the data as per
political wish

This option should be ruled
out as it involves resorting to
dishonesty to hide ^{one's} failures. Moreover,
there is a strong possibility that
media will highlight discrepancies
in data which will further
erode public confidence in administration.

It also reduces the possibility of
corrective action for rehabilitation
of manual scavengers, not only by
official de-recognition of the problem
but also by impacting research work
which can provide policy direction

Hence though it ~~will~~ save me from
~~pot~~ reprimand of political bosses, this
will amount to derection of duty
and putting personal aspirations over
public interest

2. Presenting correct data

This will be a morally upright
choice but it may harm my
career aspirations and may also bring
greater criticism from media. Moreover,
this will present a bleak picture of
administration, hurting its credibility.

I will choose the second
option along with following steps
to correct its demerits

- ① Engage with political leaders to
communicate the need to present

correct data. Moreover I can argue that fudging data will be futile as media will highlight it. I will also ensure them that I will transform the situation if given some time

- ② Engage with media to argue the case for objective presentation of facts, rather than sensationalisation.

Following steps should be taken to address the problem-

- ① Alternative livelihood opportunities should be extended to them on mission mode through schemes like Pradhan Mantri Kaushal Yojana, Stand Up India programme.

② Swachh Bharat Abhiyan should be expedited to replace dry latrines with pour & flush toilets or ~~it~~ bio-digester toilets

③ Sensitisation programmes should be conducted to appeal to the public against manual scavenging.

Hence such deep rooted problems require multi stakeholder approach & political will to be resolved.

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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*In this case, political interference
is in conflict with performance
of duty. Moreover career aspirations
and public interest are in conflict.*

Options available are

- ① Releasing culprits as per direction from political bosses*
- ② Allowing the law to take its own course and not paying heed to political directions*

③ Applying for a leave to escape the situation

④ Informing the media about political interference

Analysing options

Though sticking to political orders will allow me to remain in good books of the politician, it is antithetical to my sense of duty and public welfare. Moreover it sets a bad precedent.

It ~~is~~ ^{may be} due to succumbing to political pressures, like this ^{in the past}, that the drug problem has become huge.

Letting off the culprit not only encourages crime but also erodes public confidence in the

police administration.

Personally, ~~it is~~ succumbing
to political pressures will bring
guilt & remorse.

Also, applying for a leave will
be an act of cowardice. This may
also cause delay in charging the
accused & they may be released.

Informing the media about
political pressures is not only against
the 'code of conduct' of my service but
it ^{will} also harm credibility of government.

Hence I will investigate the
crime with diligence and stick
to the prescriptions of the law.

Also, I will register a complaint.

with the vigilance wing of the government against the ~~man~~ politician so that it sets a good precedent for future.

~~Hence~~ This course of action may ~~bring~~ result in a punishment posting, but this is a very small cost for achieving larger public good in long run.

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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As the manager, I am entrusted with the responsibility of smooth functioning of hotel.

As a responsible citizen, I should stand up against abuse of law. My action should balance both of my responsibilities

Options available

- ① Apologising the person to drop the complaint.
- ② Telling the police the truth and hiring a lawyer to fight the charges

③ Escalating the issue on mass media and social media.

Option ① needs to be ruled out as tolerating injustice makes one a party ⁱⁿ to the crime. Therefore, a 'zero tolerance' ~~attitude~~ ^{approach} should be followed, otherwise such abuse of law becomes a 'low risk and high return' activity. Also apologising for no mistake will demoralise my employees.

Option ② shows a sense of ~~duty towards~~ courage and moral uprightness. However it may lead to negative publicity for the hotel.

and were put extra financial burden for fighting the case

Option (3) will put pressure on police & administration to respond to the matter. But ~~it may also~~ there is a chance that it may be futile.

I will go with Option (2) and (3).

This will help in addressing injustice through all the channels - legal as well as social. The support from civil society will not only educate public about such abuse of law but will also expedite the legal route, minimising money & time cost of the fighting case in court. Moreover in long run, this will project a socially responsible image for my hotel.

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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It is the responsibility of the government to ensure equitable access to quality health care, especially for Economically Weaker Sections ^(EWS) during the times of such outbreaks.

Immediate steps

- ① Penalising private hospitals for negligence: This will set a good example and the private hospitals will cooperate in such situation.

② Holding a meeting with representatives of private hospitals : This will help in conveying the expected behaviour on their part. Moreover, it should be conveyed that any negligence will be strictly penalised. Also, they should be appealed to meet the 25% norm for providing free treatment to the poor.

③ Augmenting infrastructure & facilities in public hospitals :
This can be done by buying fresh equipments and appealing to doctors from all over the country to lend a helping hand.

- ④ Preventive measures : Urban local
body's employees should be
instructed for routine fogging exercise.
Political parties' volunteers should be
appealed to participate in fogging &
cleaning of water logged areas.
Moreover, public should be made aware
of best practices like wearing ~~full~~
full sleeve clothes.

Long term measures

- ① Create a 'plan of action' to
cope in all stakeholders, taking
help from experts in medicine
- ② Create public awareness & build
local capacity through work

Committees for swift response

- ③ Before season of such outbreak, there is a need to ensure that fogging is done regularly.
- ④ Invest in R&D measures to develop cheap vaccines and diagnostic kits.
- ⑤ Develop capacities in public hospitals to address an ^{health} emergency situation

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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Man-animal conflict should be responded by balancing the human and animal welfare.

options available are

- ① Putting request for culling of animals.
- ② Ignoring the situation to protect animals
- ③ Hiring villages under Joint Forest Management to fight the menace.

Since man-animal conflict is hurting the livelihood prospects of small farmers, there is a need to address the situation immediately. Moreover any negligence may cause loss of life in future. Indifferent attitude of forest bureaucracy alienates the citizens and hence it is counter-productive.

~~Moreover~~ However culling of animals without exhausting alternative options is immoral. It is due to expansion of human settlements that such man-animals conflicts arise. This has already disturbed the habitat

of animals and culling of animals will amount to their re-victimisation

Hence following course of action should be taken.

- ① Application of alternative options like cooperation among villagers & forest ~~and~~ officials for protection of farms, ~~use of~~ installation of barriers around farms etc.
- ② In case all the options have been exhausted, the request should be forwarded given the sanctity of human life.

In long run following measures should be taken —

- ① Installation of acoustic devices to
drive animals away from
human settlements
- ② Adoption of traditional practices
of tribes for a harmonious
living with animals
- ③ Rehabilitation of villagers so
that forest boundaries can be
expanded for accommodating
rise in number of animals

In this way, we can balance
the economic goals with environmental
considerations