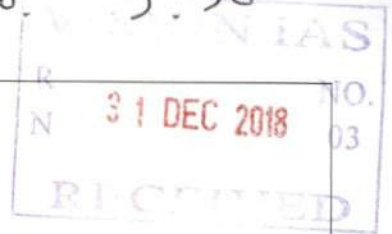




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## GENERAL STUDIES (TEST CODE : 1056)

|                   |                 |                     |          |
|-------------------|-----------------|---------------------|----------|
| Name of Candidate | Shrestha Anupam |                     |          |
| Medium Hindi/Eng. | English         | Registration Number | 57549    |
| Center            | DRN             | Date                | 31/12/18 |

### INDEX TABLE

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

Total Marks Obtained:

Remarks:

### INSTRUCTIONS

- 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)।
- There are **FOURTEEN** questions printed in **ENGLISH & HINDI** इसमें चौदह प्रश्न हैं तथा अंग्रेजी और हिन्दी में छपे हैं।
- All questions are compulsory.  
सभी प्रश्न अनिवार्य हैं।
- The number of marks carried by a question/part is indicated against it.  
प्रत्येक प्रश्न/भाग के अंक उसके सामने दिए गए हैं।
- 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।
- Word limit in questions, if specified, should be adhered to.  
प्रश्नों में शब्द सीमा, जहाँ विनिर्दिष्ट है, का अनुसरण किया जाना चाहिए।
- 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।

16-B, 2<sup>nd</sup> Floor, Above National Trust Building, Bada Bazar Marg, Old Rajinder Nagar, Delhi-110060

M-1/4, Plot No-A-12/13, 1<sup>st</sup> Floor, Ansal Building, Dr. Vidya Sagar Homoeopathic Clinic, Mukherjee Nagar, Delhi-110009

## EVALUATION INDICATORS

1. Contextual Competence
2. Content Competence
3. Language Competence
4. Introduction Competence
5. Structure - Presentation Competence
6. Conclusion Competence

Overall Macro Comments / feedback / suggestions on Answer Booklet:

1.

2.

3.

4.

5.

6.

All the Best

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

1. (a) Explain the significance of the following in the context of civil service: 10

- (i) Public trust
- (ii) Objectivity
- (iii) Strength of character
- (iv) Empathy
- (v) Selflessness

सिविल सेवा के संदर्भ में निम्नलिखित के महत्व की व्याख्या कीजिए:

- (i) लोक विश्वास
- (ii) वस्तुनिष्ठता
- (iii) चरित्र की दृढ़ता
- (iv) समानुभूति
- (v) निस्वार्थता

(i) Public trust means the confidence of public. It is essential for a civil servant as he is finally accountable to the public and works for the public welfare.

(ii) Objectivity means an unbiased analysis based on facts merits of the case. It is important as a civil servant is expected to be impartial and unbiased while performing his duty.



(ii) Strength of character implies how rigidly can one follow one's core values even in face of adverse situations. A civil servant often faces temptations as well as threats while discharging his duty & strength of character becomes important.

(iv) Empathy means putting oneself in other's shoes to feel the pain that they are suffering. As a civil servant works for welfare of public, he must be empathetic to the needs and interests of general public.

(v) Selflessness means the ability to look beyond one's self interest and think of others too. As a civil servant has to work for the welfare of whole society, he must display selflessness.



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

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

Refugee crises is a major issue in international ethics. There are differing viewpoints regarding the same and often national interests may clash with ethical and humanitarian standards.

Nation states do owe a responsibility towards asylum seekers because: -

① Upholding human rights like <sup>right</sup> life to life, & right to safety is more important than narrow national interests.

② The world as a community implies that each nation has a responsibility to treat citizens of other nations

as they would want their citizens to be treated by them.

### Considerations in Refugee policy

- ① Right to asylum if there ~~is~~ is a threat to life of refugees from where they have come to. Rohingyas faces a threat of extermination if they return to Myanmar.
- ② Right to basic minimum facilities to refugees like food, habitation etc.
- ③ International cooperation and efforts to rehabilitate the refugees by creating conducive environment for their return.



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

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

Civil servants are accountable to the public. They work for public welfare and are often seen as role models. Thus this responsibility bestows an additional obligation on them to uphold ethical standards.

### Areas of concern

- ① Widespread corruption and public perception of the same
- ② Bureaucratic red-tapism and lack of reform mindset due to conservative ideology.
- ③ Lack of effective policy to uphold implementation of such ethical standards.



Measures to remedy such concerns

- ① Formulation and implementation of an ethical charter for civil servants.
- ② Officers found indulging in corruption must be punished.
- ③ Public confidence - building measures

Being civil servants must ensure that they uphold the highest standards of ethical conduct. Their actions have widespread implications for society as a whole.

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

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

families serve as first points of socialisation. However schools are the major grounds of socialisation where a child learns many values that are valuable to him in the later life.

Role of <sup>schools in</sup> socialisation :-

- ① Inculcate values like punctuality, discipline, honesty etc. in children.
- ② ~~It~~ Teach the importance of team work through sports, group activities etc.
- ③ By providing a meeting ground ~~from~~ <sup>for</sup> children of different backgrounds they help to promote

societal values of peace, harmony and cooperation.

④ Teachers often serve as role models and the values they display are imbibed by children.

⑤ The curriculum often contains important lessons on ~~max~~ morality and subjects like Moral Education help children to understand the importance of ~~so~~ many values in real life.

The role of schools in socialisation of children cannot be overstated. Their socialisation creates a lasting impression on the child's mind and shapes their future lives.



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

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

Morality is a framework which helps one distinguish between right and wrong.

Significance of morality:-

① It helps us to take decisions in conflicting situations.

② It provides a template to assess one's own decisions and mistakes and to learn from them.

③ It ensures that our actions are not antithetical to the interests of others or society at large.

Example from real own life

In one of our college semester examinations, I had not studied properly and hence very knew very little ~~ab~~ about the paper. My friend was aware of this and hence he tried to place his <sup>answer</sup> copy in such a way that I could copy and consequently pass the examination. However I refused to cheat and attempted with my own knowledge.

Reasons for my action

- ① Cheating is wrong as it is a kind of lie → One tries to show that he possesses more knowledge than he actually does.
- ② It incentivizes person for further cheating in future.
- ③ In competitive exams, it criminalises the hard work done by other students.



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

आत्मरक्षा की एक रणनीति के रूप में परमाणु भयादोहन (निवारण) का उपयोग करने के नैतिक आयामों का विश्लेषण कीजिए।

Nuclear deterrence is a strategy in which a country acquires nuclear weapons in order to protect itself from nuclear attacks from other nuclear states. It is often employed as a self-defence strategy.

Ethical dimensions

① ~~It prevents~~ ~~disincentivizes~~ On one hand it disincentivizes countries from carrying out nuclear attacks due to fear of retaliation. On the other, it also leads to a risk of nuclear war if any country resorts to usage of nuclear weapons. This could lead to loss of millions of lives.



- ② As only few countries in the world possess nuclear weapons, it places the non-nuclear states at a disadvantage and a potential threat.
- ③ In name of self-defence, it actually perpetuates proliferation of nuclear weapons. Each state can give the logic of self-defence and can embark on acquiring nuclear weapons.
- ④ It creates an ~~area~~ environment of fear, mutual suspicion and distrust. There is always a fear of escalation of small conflicts into nuclear wars.
- ⑤ It threatens not only the countries involved but also the world at large. A nuclear war can wipe out the entire human race.

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

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

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

जो हम करते हैं उससे अपनी आजीविका अर्जित करते हैं, लेकिन जो हम देते हैं उसे हम जीवन निर्मित करते हैं।

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

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

(i) Altruism or charity refers to donations, in cash or kind, or activities which are meant for welfare of society and amelioration of poor without expecting any commensurate benefit in return.

Role of altruism:-

- ① It leads to sharing of society's resources among all members of society.
- ② It fights, extreme poverty and deprivation and thus gives everyone a chance to lead a decent life.
- ③ It underlies the responsibility of an individual to society. One must not only earn for oneself but must also ensure welfare of



society & large.

④ It promotes societal values of empathy, compassion, sharing and common well-being.

Role of education in empathy and values

① Education makes one aware of the existing social disparities and ~~which~~ extreme poverty which motivates altruistic behaviour.

② Moral education promotes and inculcates values of empathy, compassion, giving donations and altruism.

③ Education helps one to assess the impact of one's activities on the society at large.

④ Education helps one to acquire the knowledge, resources and techniques to implement altruistic activities on a large scale.



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

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

Personal and professional ethics of a civil servant show a myriad of complex relationships and often lead to dilemmas.

Often, personal and professional ethics converge with one another. Eg- A civil servant may <sup>uphold</sup> ~~value~~ honesty as a personal value and is also expected to do the same while discharging his duties.

Sometimes, personal and professional ethics are anti-thetical to one another. Eg- A civil servant may be forced to follow a government order even though his personal ethics are not in consonance with it.

At times, personal ethics may either indirectly support or oppose one's ~~personal~~ professional ethics. If one's ~~personal~~ truthfulness may ~~or~~ indirectly oppose the professional ethics of not criticizing any government action on public platform.

A civil servant often faces these dilemmas between personal and professional ethics. One needs to go into the merits of the case and resolve the dilemma accordingly.

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

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

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

लोग जिस प्रकार दूसरों की गलतियों की संवीक्षा करते हैं, यदि उसी प्रकार अपनी गलतियों की भी संवीक्षा करें, तो मानव जाति सभी बुराइयों से मुक्त हो जाएगी।

We are often blind to our own follies. While we often point to the mistakes and shortcomings of others, we are often not so observant about our own mistakes.

A common example is people criticizing other people for throwing wastes on roads though they themselves, knowingly or unknowingly, resort to it.

Criticism of others without self-criticism has many adverse consequences. It leads one to believe



that one is more ethical than others which might not be the case. It promotes self-criticism and looking others with a mindset of superiority. It thus affects social harmony.

Because we tend to overlook our own mistakes, we never can reform. We thus deny ourselves the opportunity to be better versions of ourselves. If each person scrutinizes his own follies and tries to rectify, we will all become better human beings leading to formation of a better society.

Thus the process of reform must start with ourselves.

5. (b) Courage is the first of human qualities because it's the quality that guarantees the others. 10

साहस प्राथमिक मानवीय गुण है क्योंकि यह वह गुण है जो अन्य गुणों को सुनिश्चित करता है।

Courage is the ability to stand up to what feels is right even in face of fear of adverse circumstances or consequences.

Courage is a fundamental human quality. It is what separates mankind from other organisms because it gives us the strength to battle any adverse situation and to win our way through it.

Courage serves as a breeding ground for and a template for other human qualities. A courageous person stands up to what he feels is right. It thus generates strength of character, integrity and honesty to self.



Courage also leads to truthfulness. ~~when~~ dies often provide easier, more desirable short-term solutions. However, when one shows the courage to speak the truth and to face the consequences of it, one learns the virtue of truth.

Courage also begets honesty. Dishonesty can be alluring, promising more than an individual can hope for. It needs courage for one to be honest and to separate oneself from the distractions of dishonesty.

Courage is thus the human value which begets all others and makes us what we are.



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

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

Law often acts as a source of ethical guidance. It contains knowledge about the norms and values that have been valued from time immemorial.

Law also provides one a framework of social morality. When one violates a law, he is punished because he violated principles of social morality.

Thus law serves as an important template for a person to adjudicate one's own actions on an ethical framework and provide ethical guidance in moments of dilemma.

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7. Differentiate between the following using examples:

10

(i) Wants and Needs

(ii) Ethics and Etiquette

उदाहरणों के साथ निम्नलिखित के बीच भेद कीजिए:

(i) इच्छाएँ एवं आवश्यकताएँ

(ii) नैतिकता और शिष्टाचार



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

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

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

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

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

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

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

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

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

*The above case study is an example of the multi-fold crises that emerges in the situation of disaster.*

Stakeholders and their interests

- ① Local people → They want to get evacuated and proper relief material and rehabilitation measures so that they can return back to their normal lives.
- ② Tourists → They want to get evacuated expeditiously and to return back to the place where they belong.
- ③ Shopkeepers → They want to earn as much profit as possible. As the supply chains etc have been disrupted they would also want the revival of the same in the long run.
- ④ Administration / Government → They want to evacuate the stranded people and to carry relief and

Rehabilitation process so that adverse impact on people's lives can be minimized.

There does seem to be an apparent conflict of interest when one views from different viewpoints/perspectives:-

Administrative → It demands expeditious evacuation, proper relief measures and law enforcement to prevent people from misusing the disaster.

Market → It ~~dem~~ works on the principle of demand and supply. As demand for essential commodities is increasing while supply chain has been disrupted, thus prices will rise.

Ethical → It demands that certain values like honesty, empathy etc.



must be followed. Thus people's plight must be seen as an opportunity to serve and not as an opportunity to earn profit.

- (b) Despite the apparent conflict of interest in short term, the long-term interests of all stakeholders are aligned. They all want to return back to their normal lives and to minimize the damage suffered due to the floods.

The short-term conflict of interests can be resolved through:-

- ① Role of administration:- The administration must ensure quick evacuation of people and provision of adequate relief material as

essential items like food etc. are on short supply, they can be provided through aerial route.

Moreover strict warning must be issued to shopkeepers against selling at exorbitant prices.

② Shopkeepers must understand that disruption of supply chain will affect their interests too in the long run. Moreover, selling at high prices at the time of disaster can lead to public boycott and shaming at normal times.

③ Supply chains must be restored as fast as possible.

④ People should try to remain safe and to cooperate with each other. ~~The strength~~ Only by cooperation

Can they bide over the ill-effects  
of the disaster.

The strength of human  
relationships and humanity is  
tested at trying times. They  
demand that we stand together  
and face such difficult situations.



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

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

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

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

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

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

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

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

from the past 4 decades,  
we have been witnessing a  
declining sex ratio. The sex ratio  
today stands at 927 per 1000 while  
sex ratio at birth stands at 918.  
This is a major cause of concern  
for the country.

(a) The government has passed various acts like the PCPNDT ~~to~~ to prevent pre-natal sex determination. However despite presence of laws and stringent punishments, ~~from~~ people still resort to female foeticide and often use pre-natal sex-determination for sex-based abortion. Thus rather than being a medical or legal issue there are ethical contours involved in the case such as:-

- ① Preference of a boy child over girl child - due to prevailing notions of patriarchy and girls seen as 'burden'.
- ② Low/No autonomy to women mothers to take such decisions

③ Shaming / social dejection faced by mothers who are unable to conceive a boy child.

④ Right to life of the unborn fetus / infant is not considered.

(b) Some suggestions to tackle declining sex ratio are: -

① ~~Strict~~ Implementation of laws along with stringent provisions to deter people from female foeticide.

② Change in social perception - girls need to be seen as valuable members of society rather than a burden.

③ Education - can empower girls as well as educate people regarding the consequences of their ill-decisions.



④ Targeted region-wise approach to complement a national overarching framework: As the problem of declining sex ratio is more pronounced in states like Haryana.

(c) The ethical dilemma involved in Rt of Abortion vs. Prevention of female foeticide are:-

- ① Rt to Abort (of mother/parents) vs Rt to life of unborn child.
- ② Rt to life/Health of mother (if some medical complications are involved) vs. Rt to life of the foetus.

The dilemma can be resolved if one follows the following principles:-

① Follow the legal procedure:-

Abortion is legal upto 20 weeks and beyond that medical certification for health complications is required.

② Abortion mustn't be sex-selective

③ The mother must have the most important say in the matter as she carries the fetus in her womb for 9 months and has to undergo immense trauma in case of abortion.

④ Doctors must desist from performing illegal abortions.

Women are as important for our society as men are. A poor sex ratio will spell disaster for the society.

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कुछ ना लिखें)



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

20

Based on the information above, answer the following:

- List the issues in the given situation that the parties involved are facing.
- What step(s) will you take in the situation to ensure that the demands of the aggrieved persons are met without violating the rules?
- In this context, briefly discuss how the poor in the country currently face digital exclusion and its consequence(s).

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

उपर्युक्त जानकारी के आधार पर निम्नलिखित प्रश्नों के उत्तर दीजिए:

- दी गई परिस्थिति में शामिल पक्षकारों द्वारा सामना किए जा रहे मुद्दों को सूचीबद्ध कीजिए।
- इस परिस्थिति में, नियमों का उल्लंघन किए बिना पीड़ित व्यक्तियों की मांगों की पूर्ति सुनिश्चित करने हेतु आप कौन-सा/से कदम उठाएंगे?
- इस संदर्भ में, संक्षेप में चर्चा कीजिए कि देश में निर्धन लोग वर्तमान समय में डिजिटल अपवर्जन (बहिष्करण) और इसके परिणाम(मों) का सामना किस प्रकार करते हैं?

Parties/ Stakeholders and the issues they are facing:-

- ① BPL families → They are not getting the required program.
- ② Fair price shops → They have to follow the rules prescribed by the government. However this has led to antagonisation of people.
- ③ Government → The government has to fulfil a dual role - it has to provide ration to BPL families but it also has to remove duplication and leakages for which it has made Aadhar linkage mandatory.
- ④ Media → The media has a moral responsibility to show the truth. They have to show both the plight of people as well as the good intention.



of government.

(5) Officer-in-charge - The Officer-in-charge is a government employee and has to ensure implementation of government orders. However, he is also accountable to people at large and must ensure that they receive foodgrains in time.

(b) I would take the following steps to in the given situation: -

(1) I would ensure that fair price shops are not using any other criterion for exclusion of people.

(2) I would ensure the expeditious linking of the ration cards with Aadhar card.

(3) I will instruct the fair price shops to release a definite



quantum of foodgrains to the BPL households as an ad hoc measure until the linkage with PDS is complete. I will do this to ensure that people don't remain hungry.

④ I will have a discussion with local leaders and inform them about the rationale behind the government's decision and how will it benefit them in the long run. It will help to cool down the protests.

⑤ I will talk with media representatives and ensure that no fake news is published on this issue. I will also advise them to show the government's rationale behind the decision as well.

Due to widespread digital illiteracy among the poor, there has been a phenomenon of digital divide wherein the poor people are facing digital exclusion due to lack of digital literacy, lack of devices like smartphones, computers etc. and lack of awareness of various government programmes.

#### Consequences:-

- ① It perpetuates the existing divide between rich and poor.
- ② It hinders the success of government endeavours like MyGov etc.
- ③ Due to lack of awareness about various welfare schemes, many potential beneficiaries are excluded.

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

- (a) Identify the main stakeholders and ethical issues involved.  
(b) Analyse the possible solutions for addressing the issues.  
(c) What would be your final course of action and why?

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

- (a) इसमें समाविष्ट प्रमुख हितधारकों एवं नैतिक मुद्दों की पहचान कीजिए।  
(b) इन समस्याओं को हल करने के लिए संभावित समाधानों का विश्लेषण कीजिए।  
(c) आपकी अंतिम कार्यवाही क्या होगी और क्यों?

(c) The main stakeholders involved are:-  
① The Cancer patients - They have a right to access drugs at an affordable cost.

② The Health Minister / Government → have a responsibility to provide affordable healthcare to citizens.

③ Pharma firms → They have a motive of profit maximisation.

④ Hospital administration → Responsibility to provide adequate affordable care to their patients.

⑤ Me → Being the head of Alliance of Doctors for Ethical Healthcare, I have a responsibility to ensure ethical conduct is followed by hospitals.

Ethical issues involved

① Right to ~~an~~ available affordable drugs of cancer patients is getting affected.

② The medical ethics to uphold patient's health and not seek unwarranted profits is getting affected.



⑧ A collusion between doctors and pharma firms which is proving detrimental to interests of patients.

b) The possible solutions are:-

① Presenting a distorted reality in front of Health Minister.

Merits → It will maintain the credibility that the Alliance enjoys and may improve my reputation among Alliance members.

Demerits → It will be harmful to society at large, to cancer patients specially and <sup>personal</sup> will be against my professional ethics.

② Present the truth before the Health Minister

Merits

→ May lead to action against the nexus of pharma companies and



hospitals and may result in  
affordable drugs for cancer patients

Demerits

→ It may hurt the reputation of  
my hospital and the Alliance  
which may erode public faith in it.

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

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

The compulsory provision of maternity benefits has been a major reason behind many companies being reluctant to hire married women and also behind the arbitrary firing of women employees around the time when they are expecting their child.

Factors to be taken into account

- ① The gender imbalance in my team that needs to be rectified.
- ② The efficiency of the company and its project delivery capacity mustn't be adversely affected.
- ③ Employees must get genuine leaves for their genuine concerns/needs. These <sup>pregnant women</sup> mothers must get maternity benefits.
- ④ The party/customer for whom the project is being undertaken must be satisfied and must get timely delivery of projects.
- ⑤ I & As a manager, I must be confident in the capacity of my team members to deliver.



Course of action

Being pregnant can't be and shouldn't be a disempowerment for a working woman. The efficiency and dedication of an employee must be the parameters on which they are gauged along with work performance.

① I will select the candidates irrespective of whether they are married or are pregnant. My selection will be based on verifiable objective criteria.

② If the project is too urgent and requires more dedication and effort, I will try to involve those employees who are better & more equipped to work for long, under stress. I will try to ensure that ~~not~~ the pregnant



employees don't come under performance stress.

② I will try to process the maternity leave application according to the rules of the company. If the company has some policy regarding a minimum tenure contract before/after the maternity leave, I will intimate the same to the employees.

④ I will try to install creche facilities after having a talking with the Human Resource Department and my seniors.

⑤ I will ensure that the newly-inducted female workers don't face any discrimination / ridicule. Any team member who metes discrimination against them will be given punishment according to

the company's rules.

I will thus try to  
ensure that women are not  
disempowered from joining the  
company while maintaining the  
professional standards of the company.

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

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

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

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

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

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

(a) I will consider the following factors in my advice:-

① A company is as good as its customers feel it is. So the satisfaction of customers is the prime objective of the company.

② Employees can make or break a company. A few misbehaved

Employees are sufficient to disrupt the entire work culture of company.

③ As the phenomenon is recent, there must have been something in the recent past that must have triggered this. Locating the exact cause is important.

④ As a friend and a responsible member of society, I am bound to give sender such advice which will be beneficial for the company as well as the society at large.

(b) I will suggest the following steps to deal with the situation:-

① The employees having impulsive nature must be identified and a warning must be issued to them in writing that if they



continue their misbehaviour, their services may be terminated.

② For positions involving sufficient dealing with public, people with good public relations skills must be chosen. This may require a reshuffle of posts across departments.

③ As public trust has been eroded, the company must issue an apology for its past behaviour along with an assurance that such behaviour won't be repeated in future.

④ For improving the work culture, confidence-building exercises must be undertaken on a periodic basis. Moreover, employees must be advised to forget any past altercations and work



together in future.

⑤ ~~As a~~ As a long-term measure, a public relations module must be integrated in the company's training module. Workshops and seminars must be organised to educate the employees about the value of public trust, confidence and how to effectively deal with public.

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