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GENERAL STUDIES (TEST CODE : 873)

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Medium Eng./Hindi	ENGLISH	Registration Number	32718
Center	JAMIA DELHI	Date	14-09-2017

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

Total Marks Obtained:

Remarks:

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

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

EVALUATION INDICATORS

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

Overall Macro Comments / feedback / suggestions on Answer Booklet:

1.

2.

3.

4.

5.

6.

All the Best

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

1. (a) The more remotely power is exercised from the people, the greater is the distance between authority and accountability. Discuss. 10

(a) जितना लोगों से सत्ता का प्रयोग दूर होगा, उतना ही अधिक प्राधिकारी और जवाबदेही के बीच अंतर होगा। चर्चा कीजिए।

Thomas Hobbes has talked about the state being converted into a ^{banker's} monster if its powers are unchecked.

People are the ultimate authority who vests their certain rights with the state to enjoy collective security. Participation between two is needed for effective functioning of the state.

Before 73rd and 74th amendment, centralisation of power was there with people less involved in process of governance. This resulted in non-accountability of the officials.

e.g. failure of government schemes like

Integrated rural development program happened due to a disconnect between the authorities and people.

- Emergency in 1975 was imposed because of the rising power of state without any accountability
- Corruption in schemes where it is said that out of ₹1 for poor only 0.4 paise reaches to poor.

But decentralised democracy with tools like RTI, Social audit, Citizen charter has helped in government and people participation in developmental process-

e-governance has further bridged the gap between people and government with greater tools of participation and transparency in the country.

1. (b) "If you want others to be happy, practice compassion. If you want to be happy, practice compassion". In what ways can a compassionate public official be more useful for realizing public service goals? 10

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

According to Indian philosophy the ultimate objective of life is to seek happiness.

Happiness which is real, whose intensity doesn't wane with time. Such happiness can only be achieved by making others happy.

A compassionate public official can be more useful for realizing public goals.

British bureaucracy instilled values of value neutrality in the bureaucrats based on Weberian bureaucracy. This resulted in lack of values like compassion, empathy inherited by our bureaucracy after independence and is a cause of failure of developmental schemes.

A compassionate public official may help in different ways

(a) Advice to minister

Bureaucrats provide advice to ministers and empathy towards weaker section would result in inclusive policies.

(b) Allocation of resources

Positive discrimination is required for bringing people out of poverty. In a diverse society like India compassion towards poor is very much required.

(c) Delivery of Services

Schemes like MGNREGA, Housing, PDS can be effectively implemented with less errors.

(d) Effective grievance redressal mechanism

Empathy towards poor help public official to understand problem of them.

This way compassion could help in being

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

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

VIP culture in India is an inherited trait from British administration in post independent India.

Britishers kept a large distance between the people and the government to have a distinction between the ruled and the rulers.

Ban on use of red beacons on vehicle is a symbolic gesture which will help in changing this perception

- (a) It will promote equality of status among the rulers and the ruled.
- (b) It will help in changing the attitude towards the VIP culture as it can be penalised.
- (c) People will come more closer to officials

and political people.

e.g. Mahatma Gandhi gave up his western clothes and lifestyle to assimilate among masses.

But there are certain issues that need to be addressed.

- Red beacon is a symbolic thing. The real issues lie in the attitude.

Attitude of officials social superiority
Spathy towards masses
law and order orientation

Despite of the orders it has been seen that many have not removed the beacon as they feel it is their right as they are the elected and selected representative.

- Other ways of showing superiority through large convoys, blue and other beacons, money power is there.

Thus the focus should be on changing the attitude to democratic attitude with people being considered as sovereign and the responsibility to serve them supreme.

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

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

Poverty is a major reason for many social and economic issues in the country. Financial incentives could help in shaping attitude towards these issues.

(a) Women - Issue of gender discrimination, dowry, female foeticide are prevalent in society.

- Incentives like schemes of West Bengal Kanyashree which got award from UN helped in changing perception towards girl child.

Money for education and other purpose increased girls ratio in education.

- Jannu Suraksha Yojana with incentive of ₹1600 for institutional delivery increased the percentage of ID to 79% in country.

(b) Open defecation - More than 50% of people defecate in open. Swachh Bharat initiative with focus on building toilets with a financial incentive helped in changing people attitude towards the issue.

(c) Clean cooking fuel
More than 8 lakh people die out of asphyxiation due to polluted air in houses.

PMUY where LPG cylinders were distributed with a subsidy of ₹1800 helped in transitioning to such thing.

thus financial incentive act as a catalyst which should be used in a positive way to bring in socio-economic changes in society.

3. (a) At times, moral behaviour can be constrained by the complexity of legal system. Explain. In this context, explain the purpose of legal protection for good samaritans in the case of road accidents. 10

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

Morality refers to individual ethics which helps a person to differentiate between right and wrong.

laws are based on Ethics of the society but many a times there occur a conflict between them due to complexities in law.

e.g. police in India is considered as a problematic thing because of complexities

In cases of crime people don't come out as witness as they feel the legal issues will entangle them in the web.

In administration people are empathetic to poor but due to fear of legal

issues they don't take decision and status quoism prevails.

Amendment in prevention of corruption act is one such thing where decision in good faith are meant to be protected.

In case of road accident, SC came out with guidelines for protection of good samaritans so that they are not harassed by police.

People want to help the victim but due to fear of legal issues they leave the spot which results in many deaths.

Guidelines

- No compulsion on disclosure of identity.
- All statements in one sitting
- No harassment by police.

This will help in a moral boost to people who want to help but are not able to due to legal tangles in the country.

3. (b) Examine the different ethical issues involved in the use of public shaming as a punitive measure. Do you think this is an appropriate measure to address the problem of rising crime rates. 10

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

Public shaming is a tool that can be used, to act as a deterrent against certain crimes like molestation, rape etc in the society.

Ethical issues involved

(a) Retributive not reformative justice

The purpose of criminal justice is to reform the offender and not retribution

(b) It can further instill hatred and anger in the accused leaving no scope of his reforms.

(c) Barbaric rule vs Modern justice system
These methods relate to older times and we have modern justice system which

doesn't allow such things.

Public shaming may not be the appropriate measure as it may further fuel resentment among the people.

Issue of crime rates need to be solved at multiple levels

(a) Poverty

It is said that poverty is the mother of crime. Steps need to be taken to eliminate it.

(b) Value system

There is a need to change value system eg women crimes cannot be solved by more strict laws but change in values which see women as means and not ends in themselves.

(c) Legal reforms with strict focus on reformation and speedy legal procedures

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This will act as deterrent and also promote good values in society.

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

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

'Soft state' refers to the cultural hegemony which a state possesses in the global arena.

In the context of South Asia Gunnar Myrdal used this term as the region is considered as cradle of civilisations in the world.

of India (soft power)

- Values of India 'vasudhaiva kutumbakum' or world as one family is respected by all.
- Diversity - All the major religion are there with Indian diaspora to the tune of 11 million in the world.

- Festivals like holi deepawali are celebrated all across the world.
- Indian Bollywood is seen in all parts with great influence.
Along with it India as a voice of developing countries with policies like NAM, Panchsheel had set an example!
- In present times the use of soft and hard power is there for national interest.

Hard power.

- Credible Nuclear power.
- 3rd largest military in the world.
- Indigenous space program with mission like MOM, Chandrayaan.
- 2nd largest importer of weapons.

The recent surgical strikes further asserted the hard power of India with a balance of soft power which was reflected in the

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

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

It is said that Ignorance lead to intolerance. People who are not aware of things jump to conclusion which results in intolerance.

These things are linked to prejudices and value judgement.

Eg recent killing of Gauri Lankesh and rationale like Narendra Dabholkar happened due to orthodox value judgement and conflict with modern values.

- Banning of book like Satanic Verses happened due to religious prejudices and judgement by people.
- Violence on the set of movie Padmavati

happened due to the self perception of the queen being showed in a wrong image.

Along with that recent incidents of cow vigilantes and killing in the name of food habits, culture reflects self prejudices.

• How it can be countered in a multi-cultural society

(a) Education - It should teach the values of rationality, liberty along with respect of other views.

(b) Religious leaders should propagate the true essence of religion in society.

(c) Space for debate and not violence

In a democracy a problem is solved by arguments and counter arguments and not by violence.

5. Social attitude towards corruption has become more forgiving with time leading to a view of illegal gains and misappropriation of public assets as a "rightful" individual prerogative. Analyse in the context of India. 10

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

Corruption in India has become a norm rather than exception.

Social attitude towards corruption has been formulated in such a manner that any corrupt activity is considered as a right thing.

e.g A person without helmet prefers to give ₹50 in bribe rather than a ₹100 challan. The person as well as the official is happy in this without looking into the corrupt scenario.

~~Non~~ Commissions are included in the tender itself with the project cost, this shows

The systematic nature of corruption -
From driving license, passport to getting
essential services to poor, corruption
and bribery has become a part and
parcel of people's lives.

According to report by BPL people paid
₹ 25000 crore bribe in 2015 for getting
basic services like water, food,
sanitation etc.

This results in misappropriation of public
wealth and scams like Ambanil housing
case, 2G became the norm.

To change the situation societal attitude
along with transparency need to be
brought in.

Transparency not-secrecy, decision making
not status quoism, people participation
not closed system should be the formula

of governance to change the situation.

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

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

Public Service refers to the Service for the welfare of the people.

There are multiple institutions of public service

- (a) Bureaucracy and political government
- (b) NGO's, SHG's, Trust.
- (c) Individual at his level.

a. Factors which draw people to public service.

b. Welfare of the society

For them welfare of people is more important than welfare of himself; Happiness for him is there in other's happiness.

(b) Driver of change in society,
Gandhi always said that be the change

you want to see in the world. Issues of women, child and others effect the person which make his mind.

- (a) Respect and social acknowledgement
- (b) Job security and stability of career in public service especially bureaucracy.
- (c) Diversity of job work and leadership avenues.

• Measures to keep civil servant motivated

- (a) Culture of reward and acknowledgement based on performance.
- (b) Performance based promotion
- (c) Insulation from political control which results in transfers, confidential reports etc.
- (d) Democratic attitude of
 - Transparency
 - Accountability
 - People participation
 - Decision making
 rather than bureaucrat's attitude

7. Corporate Governance provides a framework that defines the rights, roles and responsibilities of various groups within an organization. (a) Elaborate the need to incorporate the principles of Corporate Governance to enhance the effectiveness of the public sector enterprises. (b) Identify the challenges specific to the public sector when it comes to the application of good practices of corporate governance. 10

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

Corporate governance refers to the ethical business practices which are required for the growth and development of the company.

- (a) Need to incorporate principles of corporate governance
- Preventing unethical business practices like monopoly, cartelisation, predatory pricing etc.
 - Accountability through ~~the~~ independent board members who are from different walks of life.

- Balance between ethics of business and business ethics
Profit and societal welfare need to be balanced.
- Values like discipline, honesty are integrated into the system.
- (a) Challenges specific to public sector in terms of governance
- (b) Values like discipline, dedication, commitment to work are lacking
- (c) Independent directors which can look on the wrong practices
- (d) Unethical practices like Insider trading, crony capitalism etc.
- (e) Work culture

Corporate governance rules 2013 will help in this. Along with this Japanese

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

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

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

In Bhagavad Gita krishna tell Arjun that a 'sthitaprajna' or a person who has control over his emotions will always take right decision and be happy.

Emotional Intelligence in the recent times has become an important tool. It refers to ^{understanding} regulating, and responding to one's thoughts as well as that of others.

- (a) Help in coping with police officers.
According to report of Iraakash Singh

during JAT agitation police man didn't show value neutrality and favoured their community people

lack of ^{emotional} intelligence is a factor in it
 Police ^{regulatory role} - control on emotions
 and not to be driven by them

\ Developmental role - Driven by emotions
 eg public protest
 - Poor and vulnerable

(b) Some of concerns related to PL

- Training
- Value laden bureaucracy may mislead
 e.g. during emergency the administration favoured state excess and Indira Gandhi asked for value laden bureaucracy.
- Conflict between rule of law and discretion
 Thus balance need to be maintained

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

Based on this information, answer the following questions:

- (a) Identify the stakeholders and their interests in the situation.
- (b) What are the dilemmas that a recruiting manager may face in such a scenario?
- (c) What are the different options available to you? Which one will you pursue and why? 20

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

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

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

The situation relates to the hiring process and the discrimination towards female employees or recruits due to the maternity law which incurs economic cost on the company.

- (a) Stakeholders and their interest in the situation

(i) Company and its interest

According to business ethics the purpose of the firm is to generate profit by cutting down on cost. Viability of company will be an issue if higher cost are entailed. Along with it they also have to fulfill the social responsibility towards the people.

(b) Female candidate

In such scenario they will be left out from job as they will not be allowed to take part in the process. This will be against the law as well as societal norms which ask for gender equality.

(c) Recruitment Manager and his interest

As a manager the responsibility is ^{to} choose the best candidate. Along with it the responsibility of being fair to everyone is also their for company and societal values.

(iv) Government

The interest is to protect the vulnerable section through legislation like this so that task of women empowerment could be fulfilled.

(b) Dilemmas that a recruiting manager may face

(i) Institutional integrity vs societal welfare
 The motive of the recruitment is to select the best candidate increasing minimum amount. This will increase profit. But along with it the issue of societal welfare is also there as the responsibility of companies towards the society is large as it uses the resources for the benefit of all.

(ii) Personal vs professional ethics

As a person I am against such thing but my private ethics will have a

conflict with professional ethics of following order, cost cutting, profitability etc.

(iv) Legality vs Ethicality

Though rejection of women can be done on the basis that they are not good enough as compared to other candidates without incurring any legal provision. But on side of ethics this will be wrong.

(v) Relationship between Ethics of business vs business ethics

A conflict of profitability and ethical business practices is there.

(vi) Options available to me

i) Don't recruit the female candidate

Merit - Following orders
- Profitability of company

- Demerit**
- Not upholding rule of law
 - Unethical business practice

(ii) Go on leave to avoid conflict of interest.

- Demerit**
- Running away from responsibility
 - No solution to prob

- Merit**
- Avoiding conflict of interest

option I will take

- I will ask the interview to be conducted under CTR and recorded for future purpose.
- I will take the interview of female candidate and if competitive I will hire her.
- I will try to convince to my higher authorities about the diversity they can bring in to institution. Along with that I will also tell them that if it comes out in public company's reputation will go down.

By hiring the women an example could be set as this will lead to good image of company.

- Meanwhile I will also keep the record

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The will help me in fulfilling the duty as a manager as well as of a citizen.

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

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

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

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

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

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

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

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

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

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

The situation relates to the issue of private healthcare and exorbitant fees demanded by them from the patients.

(a) Ethical issues involved in this situation

i) Institutional Integrity vs Societal welfare
 Private business thrive on demand and supply and the cost is fixed according to services provided. Along with that issue of societal welfare as health is important subject.

ii) Health as a social capital vs other business
 Health cannot be equated with other business objects as it is a social capital and should have different ethics.

iii) Failure of state to provide healthcare
 Public healthcare is essential need and the situation shows the failure of healthcare.

being provided to the state.

(iv) Poverty vs Healthy individuals

Poor people are deprived of healthcare only because they are poor.

(v) Out of pocket vs Insurance culture

Lack of insurance culture further worsen the situation.

(b) Feasibility of capping the amount of fee charged by doctors and private hospital

Arguments in favour

- This will reduce corruption and high cost of services.
- Standards of procedure will ensure people are not charged extra.
- Health care will be in the reach of poor which is a necessity.

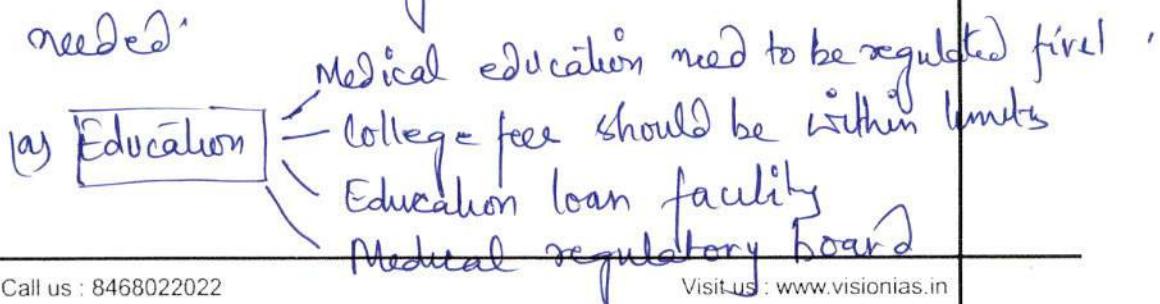
Arguments against:

- Delivery of services will get effected as healthcare has become very expensive with rising costs like of machines, x-ray etc.
- No incentive for doctors or hospitals to provide state of art facilities.
- Poor will still suffer as capping could not reduce substantial amount.

(c) Provision of quality service and need for profit secondued.

National health services of UK where the country spends 8% of GDP on health care is an example.

In India changes at multiple level are needed.



The first stage of corruption starts with high education fees which doctors extract from patient.

(b) Public healthcare - More 1.3% of GDP is spent on healthcare.

- Increase it to 5% of GDP
- Strengthening of rural infra with AYUSH and other medical system

(c) Insurance penetration

- 70% is out of pocket expenditure
- Only 20% have any kind of health insurance.
- Universal health insurance through state funding.

(d) Private healthcare

- Standards of care for hospitals
- Medical ethics need to be promoted and commercialisation of healthcare stop.

(e) Legal - Hospital responsible in case of death or disease due to negligence.

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

Given the situation, answer the following questions:

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

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

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

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

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

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

The situation relates to the discrimination against the transgender community and a societal perception which leaves no choice but begging for them.

(a) Ethical issues involved in this case(i) Empathy vs Rule of law

As a discriminated lot one needs to be empathetic towards this section but the rule of law also need to be established as begging is a crime.

(ii) People prejudice vs Individual expression

Transgenders are born in such a way that they don't have any problem with that. It is their freedom to express but societal prejudices make these people downgraded ones or cursed ones.

(iii) Duty of state vs failure of it

Rousseau social contract talks about

the responsibility of state. But here the state has failed to provide them

adequate ways of living a healthy life.

(iv) Legality vs Ethicality

SC recognized the gender as 3rd gender
but still people discriminate due to
prevailing morals.

- Attitude of people towards them in general.
- Untouchables and are considered as cursed.
- Mainly beggars or people who come to weddings for asking money.
- Fear is also there that if they curse the people it gets real.
- Poverty and debt ridden, mainly involved in prostitution or begging.

a) Reasons for the same

- Societal morals which only consider male and female genders as right one.
- Religious morals which consider these people as one who have committed sin in their earlier lives.
- Failure of state to take necessary steps to make their lives better.

(b) Possible courses of action

- Begging is a crime, put them in jail.

Merit - Commuter harassment will stop

- Free flow of traffic

- Upholding rule of law

Demerit - Not being empathetic to them

- This would worsen the situation.

- Ask the officials at junctures to keep vigil and thwart any such activity.

option that I will take :

- First I will ask the authorities to make a list of all such transgenders in the district
 - After that I will arrange a meeting with them calling their leaders and group members.
 - I will ask them to give up being as it is a crime and against the principles.
 - In return I will assure them of alternate livelihood and opportunities.
- I will ensure SC directive is followed for positive discrimination against transgenders.
- EWS quota of 25% in education
 - Schemes of rehabilitation would be used
 - Self help groups would be made for employment
 - Government schemes like MGNREGA, DDS could be used for them.

This will help in solving the problem in long term in the district.

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

- (a)** Considering the circumstances of the case, is Mr. X correct in accepting the money? Give appropriate reasons for your answer.
(b) If you were in place of Mr. X, what would have been your course of action? Give reasons for it.

20

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

- (a)** प्रकरण की परिस्थितियों को ध्यान में रखते हुए, क्या श्री एक्स का धन स्वीकार करना सही है? अपने उत्तर के लिए उचित कारण दीजिए।
(b) यदि आप श्री एक्स के स्थान पर होते, तो आप क्या कदम उठाते? इसके कारण बताइए।

The situation relates to the raising of fund and the means used in such course of action.

(a) Circumstances of the case

- (i) Mr X in dire need of money for operations and payments to his staff of NGO
- (ii) Money being offered but with a condition which seems to be of business rivalry.
- (iii) thought it is right that EIA is bypassed in the process but the intention is not right.

Mr X accepting the money

Arguments for:

- He is not doing any wrong as he is exposing the irregularities in EIA

of that company -

- Environment and social cost would be protected by exposing it.
- NGO will get the money for payment and other purpose. This will help in using NGO for other developmental purpose.

Argument against

Immanuel Kant has talked about deontology and means as an end in themselves.

- Thought the purpose is no wrong but the intention is wrong as the money is being provided on conditionality in order to secure vested interest.
- This makes the slippery slope argument of ethics where in in future again the

person may bend the rule.

Here looking at the broader interest of society the person was not right in accepting the money.

(b) My course of action.

I would not have taken the money as this could have been a collusion or conspiracy to bring the project down.

- Though EIA was bypassed but exposing it in order to fulfill the vested interest of others would be wrong step.

I would have brought this thing in public domain that EIA's hasn't been implemented for the project and it should be cancelled.

- Along with that I would have exposed the other company also who came for

funding purpose. So that in future government and other agencies aware of it.

for getting funds I would have taken these steps:

- (a) First I will appeal to my staff to be on my side in this situation. I would have assured them that I am doing every possible thing to get money and funding.
- (b) I would have contacted International as well as national agencies who fund NGO's. Along with that I would have put up the situation on social media for fund raising.
- (c) Government could also be persuaded for funds.

This will help in maintaining the institutional integrity as well as fulfilling

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

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

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

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

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

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

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

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

The situation relates to the issue of liquor ban and the legal & ethical concerns involved in such a scenario.

Ethical issues involved

- Right to choice vs community welfare
- Women empowerment vs Equality of law
- Legality vs Ethicality

(2) Stakeholders and how they are affected

(a) Common people

Banning something takes the right of choice from people. Ban on alcohol will impact this choice as they no longer will be able to consume.

(b) Industries

They will incur losses due to shutdown of the firms.

(c) Women and society

Many say that they will benefit as atrocities and wrongdoing are committed

after drinking alcohol :

(a) Government

on one side the responsibility of govt.
is to ensure societal order but on
other side revenue losses, right to choice
impact their functioning .

(b) Middleman

corruption will flourish due to black
market from which these middleman
benefit .

(b) Blanket ban a feasible action

Arguments for :

- Strict control over the borders and
transit point can help in complete
ban .
- Helps in people getting out of evil of
drinking and involve themselves in
productive activities .

- Penalty such as in betan act as a deterrent.

Against

- A black market creeps in as seen in Gujarat where liquor is banned.
- Smuggling occurs at transit point which leads to revenue losses as well as bending of law.
- People may switch to another harmful substances like drugs, narcotics etc
- loss of tourism and revenue to the government.
- Right to choice of people get affected due to some miscreants.

Thus instead of banning regulation is the right option with check on desi liquor which is responsible for death.

Along with it 18+ advisory strictly implemented

(Q) Issue that may arise during the process.

- Smuggling may occur in the regions from nearby areas.
- Country made illegal liquor may be produced.
- Closure of hotels and alcohol industries.
- People may switch to another harmful substance like drugs.
- Discretion to authorities and harassment of people by misuse of law.
- . Steps I will take.

Administration → Vigilant teams to look after such cases.

- Intelligence gathering for smuggling and black market.

Rehabilitation - Will take proactive steps for sending people addicted to liquor in rehab.

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 (Page 49 of 56) They will ensure no liquor comes from outside.

Promotion of State heritage and tourist spots

For tourism to keep flowing in the state.

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

Given this situation, answer the following questions:

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

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

दी गई परिस्थिति के अनुमार निम्नलिखित प्रश्नों के उत्तर दीजिएः

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

The situation relates to the process of clinical trials and the methods adopted to make them successful. The issue of medical discrepancies and delay in conduct of such trials is also there.

Stakeholders involved

- (a) Patient
 - (b) Medical houses
 - (c) Common people who benefit
 - (d) Regulatory houses
- (a) Ethical issues which arise during situation
- (i) Human as means to achieve something
Trials are conducted on human for which there is no surely of success -

(ii) Consent of person vs Imposition

In clinical trials the facts and risks are not clearly disclosed which leads to conflict of ethical values.

(iii) Poverty vs well being

These trials are conducted on poor people who in return of money risk their lives.

(iv) Ethics of Medicine vs Company's profit

As a company the purpose is to make the trial successful with the profits but medicine ^{ethics} talks about the noble values which it stands for.

(b) As a scientist I will have to ensure that medical discoveries happen which can save lives of many people. But along with that I will also have to

follows the ethical principles involved with my job.

I will not prefer to shift the trials to a country where conditions are lax as it will be a wrong means to achieve good ends.

- Using the loopholes in law between different countries will serve no purpose.
- Mahatma Gandhi has said that rights are not protected by law but moral and social conscience of the society.
- Shifting the trial to that country would be bad precedent as other countries may follow the same.

Laxity in rules may expedite the process but it will put the person on whom trials are conducted at risk.

Thus instead of shifting, looking at the severity I will ask my government to expedite the process. The disease and its cure can be a revolution and government will help in such process.

④ Standard procedure to minimise ethical conflict.

Process of conducting trial

- It should be done under recording and Cctv cameras.
- Doctors from not only that institute but government appointed panel for such trials should be there.

Consent

- Proper consent of the individual should be taken on paper with all the risks associated with it told to the person.

- It should not be under any pressure.

Compensation

- In case of any untoward incident compensatory mechanism be the patient and the family should be there.

for speeding up the cases independent regulatory authority need to be formulated to look into the matter consisting of eminent person for medical field this will help in easing up the situation in country.