



# VISION IAS

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## GENERAL STUDIES (TEST CODE : 873)

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Medium Eng./Hindi	ENGLISH	Date	9/9/17
Center	ORN		

### 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	10	
6	10	
7	10	
8	10	
9	20	
10	20	
11	20	
12	20	
13	25	
14	25	

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 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।

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103, 1<sup>st</sup> 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।

Principle of citizen centric  
governance as mentioned by  
2<sup>nd</sup> Administrative reforms commission  
include

- (i) Increased public participation  
in decision making
- (ii) Effective grievance redressal  
mechanism with ease of access to  
public (eg. e governance)
- (iii) Authorities should be held  
accountable by public  
eg social audit, Right to  
Information.

Thus exercise of power  
should be done with proximity to  
people i.e. decentralisation and  
grassroot implementation.

If this is not the case then

- (i) Authority will lose credibility
- (ii) People will lose faith in system
- (iii) Rise of protests.

Thus good governance involves that authority should be ready for open accountability directly by people. ~~One~~ Method to improve public access is

- e-governance: G2P model of two way governance
- citizens charter
- grievance redressal



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

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

Compassion is an emotional competence of emotional intelligence of relationship building.

It involves affection and care towards the other person irrespective of social, financial status. It gives peace of mind to one who exercises compassion. Also it gives sense of protection and trust to the one in need.

Compassionate unit servant can be more useful as

- (i) He/she understands needs of different people (eg. children, women, elderly) more closely.
- (ii) s/he will take personal steps to secure the interest of people.

- (iii) Ensure that people are not exploited eg. paying of bribes, standing in long queues.
- (iv) Special focus to needy will be given eg. elderly, pregnant women.
- (v) ~~He~~ S/he will check that funds for destitute (eg. MGNREGA, PDS ration) are not diverted.
- (vi) S/he will focus on outcome than just rules.

Thus compassion is integral to civil services, who have to cater to a large section.



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

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

Red beacons in India had become symbol of prestige, power and dominance. For eg

- traffic clearance
- no security checks
- use of red beacon cars by family of officials
- Fraud use of red beacons by local politicians to create access.

However it is just a symbol. the root cause of VIP culture lies in the mindset. eg

- Rude behavior of MP in Air India flight.
- Asking servant to tie laces by an IPS officer

→ Recent case of Load Rage by  
son of MLA.

Thus more needs to be done

- Reducing unnecessary perks given  
to high officials despite high salary
- Training them in code of conduct  
to treat people as superior,
- The colonial hangover needs to  
be removed
- Reducing discretionary powers of  
officials in govt. offices
- Use of public transport, dog feeding  
etc.

However such VIP norms become  
important in case of higher officials  
like PM, President whose security  
is important for national interest.



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।

To change attitude of a person towards any social issue there are two ways.

(i) Internal influence that comes with inherent values.

(ii) External influence through reward, motivation etc.

Thus financial incentives are source of external influence to first change the behaviour and then change the attitude, for eg,

(i) Sukanya Samriddhi Yojana  
→ getting monetary benefit of saving money for girl child changes attitude against female foeticide.

- (ii) Giving discount on deliveries of girl child.
- (iii) 6000 Rs aid to pregnant and lactating mothers only if they undergo 'institutional delivery'
- (iv) Tax exemptions on donations to NGOs and PM relief fund.

However such incentives should not be considered as claims. It should be complimented with awareness and education to bring internal change.



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।

As per Plato, humans are morally good in nature. So is the idea of Gandhi Ji.

However unjust laws and ignorance towards good behaviour discourages moral acts.

For eg. 1) people who tend to stand in queues are often pushed down by nuisance mongers

2) Following traffic rules when no police is there is discouraged.

3) Harassment by government officials over rules and regulations leads to corruption for faster delivery.

Thus the new 'good samaritan' law aims to:

- (1) ~~For~~ Encourage people to help road accident victims without fear of harassment by police.
- (2) It was seen people who wanted to help these victims did not help due to continuous visits to station, witness statements etc.

Thus with this rule more lives can be saved by timely health care service. Rewarding good behaviour and reducing legal structure for such acts is welcome.



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 as a punitive measure involves name calling, display of names of defaulters, naming and shaming in public. It is done in following cases

- (i) Wilful defaulters of banks
- (ii) People who display unruly behaviour in society.

The ethical issues are

- (i) It creates a sense of guilt
- (ii) Acts as deterrent for others
- (iii) However if proved to be false, it shatters self confidence
- (iv) Some times fault is due to genuine situation. eg. bankruptcy  
Then it is not morally right

It can help in cases where .

(i) The criminal has a good social image, eg. Landlords who exploit ~~the~~ peasants .

→ educated ~~persons~~ people doing domestic violence

(ii) The crimes which are done with anonymity . Here identification is important .

However in crimes where culprits are brutal eg rape, murder they can be dealt only by strict criminal system of police and judiciary



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?

Gunnar Myrdal used 'soft state' because

(i) Weak state capacity to implement laws eg. land reforms in India.

(ii) Inability to deal with external dangers eg. war with China.

(iii) Poor implementation of social upliftment schemes.

(iv) Weak criminal justice system. eg. low conviction rate, high crime rate.

Such an absolute reference to 'soft state' is not relevant now because.

(i) Ability of India to secure

national interest. eg. surgical strikes.

(iv) India is central to any international organisation like WTO, IMF, UN.

(v) Strong mechanisms are placed to reduce corruption (eg. demonetisation)

However India can be referred to soft state by choice

- ideal of non violence (bandhian)
- leveraging diversity to cater to all kinds of demands eg soft ethnic
- liberal rule based on equality and fraternity (Preamble).
- aversion to authoritarian and despotic rule.

Thus India is soft by choice and hard by necessity.



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

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

Intolerance can be defined as an attitude of hatred towards any idea against ones perceived notion.

eg. intolerance towards criticism  
intolerance towards religious differences, food habits etc.

It is linked to both prejudices & values

- (i) Bias ~~down~~ against others' religious ideas (eg. ~~every~~ singing Vande Mataram)
- (ii) ~~idea~~ supremacy of one's own culture. (eg. Beef eating)
- (iii) Perceived dominance of ruling class considering people as subordinate eg. Karnataka case where assembly arrested two journalists (privileges).

(iv) Society doesn't accept clothing behaviour of girls (eg. Jeans band)

(v) Considering PWD and transgender as envious.

Intolerance can be countered by

1) Spreading idea of shared culture through movies, advertisements, books etc.

2) Govt. efforts to promote cultural exchange (eg. Ek Bharat Shreshtha Bharat)

(3) Promoting ethnic diversity through tourism, hospitality (specially in north East).

4) Children should be sensitised towards accepting different ideas and practices. eg. food habits, music etc.



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

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

As observed by 2nd ARC  
Corruption in India has gained  
acceptance to a certain level.  
For eg.

- (1) Paying bribes to get a job  
done quickly.
- (2) Bribing official to bypass  
certain rules.
- (3) Gifting of movable/immovable  
assets even after legal tasks  
is considered normal.
- (4) officials tend to grant licenses  
to builders in quid-pro-quo  
with a flat in return.
- (5) Fake marksheet to secure  
access to higher education colleges.

(8) officials tend to pay in order to get desired postings.

However this should not be allowed to bloom. Steps should be taken

(i) e-governance to reduce  
→ physical interface of officials with people

→ reduce discretion

→ tracking and deadline of file

(ii) Banning all kinds of gifts under PCA Act.

(iii) Performance based promotions and postings.

(iv) Strict implementation of Benami transaction Act.

Thus the culture of corruption needs to be uprooted.



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

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

Public service is a vocation that should be taken up by people with positive intention to help society and develop the country.

Factors which draw people to public service are

(i) In Government service

- a) Authority to implement their ideas.
- b) Changing the system from within
- c) Deal with a large section of people in official capacity (eg. DM)
- d) Support government functioning through their skills  
eg. lateral entry

(e) However some may enter to  
amass wealth.

(iv) ~~For~~ Non govt. service

- (a) Care for people
- (b) Intention for social change
- (c) Commitment for cause (eg. Mother Teresa)
- (d) Support government activities  
(eg. NGR) → Akshay Patra.

To keep public servants  
motivated:

- Govt. {
- (1) Recognise and appreciate good behaviour.
  - (2) Give room for honest mistakes
  - (3) Performance based incentives
  - (4) Work - life harmony.

- NGOs {
- 5) support by people
  - 6) Felicitation in ceremonies
  - 7) Charity donation
  - 8) voluntary support.



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 involves all the procedures, norms and rules to be followed ~~used~~ to promote business within specified law of land.

(a) Need for corporate governance in PSUs.

(i) Instill professionalism to increase productivity and profits  
(ii) Reduce influence of politicians  
eg. (NPA crisis in public banks)

(iii) Curb on usage of official facilities for personal use.  
eg. Use of office car, phone.

(iv) Changing lethargic attitude of govt. workers by performance based promotions

(b) Challenges

- (i) Reluctance by official staff as they do not have fear of loss of job.
- (ii) Poor funding to bring any remarkable change.
- (iii) Private sector echelons are reluctant to enter PSUs due to work culture and low pay.
- (iv) Nepotism followed by government officials in recruitment.

• Thus PSUs need a corporate overhaul through lateral entry and private management.  
eg QSTN, VIPAS etc.



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?

Emotions are inherent values and behaviours of any person as a reaction to a particular situation. eg, happy, sad etc.

Earlier they were considered personal and ~~not~~ had no role in decision making. However now emotions are considered to be strong determinants of decision eg, Impulsive decision under anger → murder, rape etc.

(a) Emotional Intelligence can help armed forces :

(i) Regulating their behaviour in  
time of crisis through self awareness

(ii) Compassion towards others and  
being aware of others emotions.

eg. Rude behaviour in police station  
etc.

(iii) Achievement drive, leadership  
and sense of motivation to boost  
morale.

(iv) Understanding that their sacrifice  
is source of happiness to million  
(empathy).

(b) Concerns

(i) Rule based system has made  
human values subordinate.

(ii) Low salaries of staff forces them  
to immoral act.

(iii) Low recognition to good act of  
public servants doesn't motivate  
them.

(iv) Fear of Punishment (eg. PCA Act)  
deters ~~them~~ them to make decision  
Thus emotional intelligence  
is integral to public service.



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

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

20

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

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

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

*The maternity benefits law passed by the government intends to ensure job security of women along with deeper bonding between mother and child by increasing maternity leave from 12 weeks to 26 weeks.*

(a) Following are the stakeholders

(i) Myself (manager) - My interest would be to recruit employees based

on merit rather than gender.

(ii) Higher officials: They wish to cut down costs by not employing recruiting females. (eg. pay without work, creche facility etc would have to be given)

(iii) The potential female employees  
They have to balance their maternity (affection, breastfeeding) along with job opportunity.

(b) The dilemma that I face are:

(i) Conflict of interest between personal and professional values (gender parity) vis-a-vis order of higher officials.

(ii) My personal career growth (ie being in good books of seniors) vis-a-vis better job opportunity for meritorious female candidates.

(iii) Gender parity vs cost to company



as company can also not be put under financial burden.

(c) Following options are available

(i) Reject all female employees on ~~any~~ arbitrary grounds.

(ii) Ignore the orders of seniors and continue recruitment based on qualifications.

(iii) Convincing the seniors that gender discrimination is an orthodoxy and females can prove to be more productive if given opportunity.

Final course of action:

principles used: 1) Aristotle's principle of distributive justice (merit)

2) Constitutional values of equality (Article 14)

I will choose option (iii) and try to persuade my seniors against this patriarchal mindset. Also regarding cost cutting I can suggest alternatives

like reduction of unnecessary electricity use, phone calls etc.

Thus gender parity is important in recruitments. Maternity is natural right, it should not be hindrance to profession.





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

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

- (a) What are the ethical issues involved in this situation?
- (b) Given how other professions price their services, discuss the feasibility of capping the amount of fees charged by doctors and private hospitals.
- (c) How can the provision of quality services and need for profit be reconciled with society's interests in this case?

20

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

- (a) इस स्थिति से जुड़े नैतिक मुद्दे क्या हैं?
- (b) यह देखते हुए कि अन्य व्यवसाय अपनी सेवाओं का मूल्य कैसे तय करते हैं, चिकित्सकों और निजी अस्पतालों द्वारा आरोपित शुल्क की राशि पर सीमा निर्धारित करने की व्यवहार्यता पर चर्चा कीजिए।
- (c) इस प्रकरण में गुणवत्ता परक सेवाओं के प्रबंध और लाभ की आवश्यकता का समाज के हितों के साथ सामंजस्य कैसे स्थापित किया जा सकता है?

*Commercialisation of healthcare  
is a societal vice that has monetised  
human life for profit.*



(a) Following are the issues involved

- (i) Charging high fees taking advantage of helpless patients.
- (ii) Imbalance between public and private health care services.
- (iii) Human life is used as a source of profit (violation of Kant's idea of considering human as ends).
- (iv) Reducing the out-of-pocket expenditure.

(b) Health care services should not be considered a profit-making service like other sectors eg. Tourism, hotels etc.

The charges should be based on the cost incurred and meeting expenses of doctors, nurse etc.

→ Health/medicine is service to humanity.

→ human life can not be equalled

in terms of money.

→ Right to healthy life should be guaranteed to all irrespective of financial status.

(c) Reconciliation of Quality Healthcare with societal interest.

(i) Upgrading public health care facility. i.e. recruiting good doctors, spending should be increased to 25% GDP.

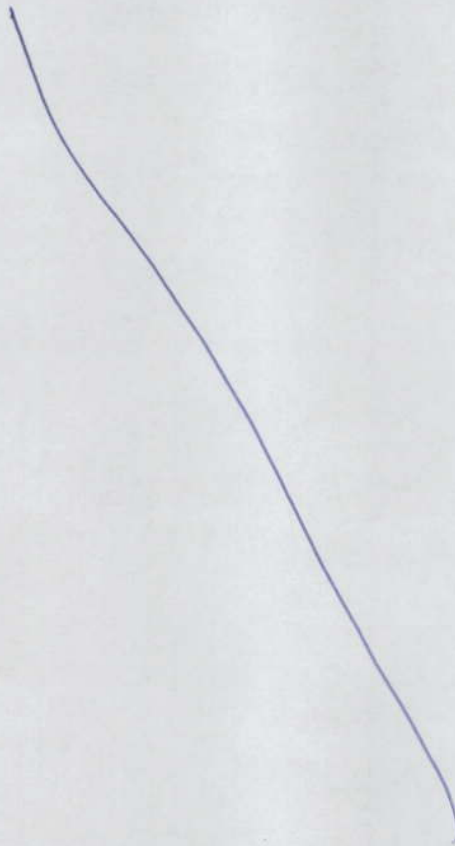
(ii) Encouraging private doctors to voluntary provide services to poor.  
eg. Swasthit Matritva Abhiyan

(iii) Promoting preventive Healthcare to ensure well being and reduce burden on health centres.

(iv) Fees and charges by private hospitals should be regulated by government as done in private schools of Delhi.



Thus ~~the~~ India can reduce its  
burden of disease if private and public  
health care work in tandem.







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।

*Transgenders have been subjected to various kinds of discrimination (eg. social, professional etc) which have made them marginalised.*

*(a) The ethical issues involved are*

*(i) Decent livelihood for transgenders*

*(ii) Societal attitudinal change*

towards transgenders.

(iii) Safety of commuters on road  
and easy mobility of traffic (Public  
order management)

Though in medieval time  
transgenders had respectable place  
(eg. Akbars palace) but now people  
seem averse to them  
→ Trans-children are left stranded.  
→ they suspect them of theft and  
kidnapping.

→ don't employ them or give house  
for rent.

However they are welcomed on  
auspicious occasions like child  
birth and marriage

### Reasons

(i) To earn livelihood, they are left  
with option to beg, steal and snatch

(ii) Their sexual orientation is  
considered unauspicious.



(b) Course of Action

(i) Deploying a dedicated team to look into the issue at various traffic signals.

(ii) Firstly asking the leaders not to resort to begging and theft, then only administration can help them.

(iii) Enrolling transgenders in night schools for behavioural change

(iv) While in day time they can be registered as workers in MGNREGA, blue collar jobs at government offices of district.

(v) Raising awareness of people regarding their rights: Incentivising and rewarding private sector firms who employ transgenders.

(vi) Their presence in marriages should not be hindered as it is societal

norm, but all transgenders should be registered. Such jobs should be regularised.

Thus gradually we are seeing attitude change. For eg. Tamil Nadu held transgender ~~meet~~ sports event, opened police jobs to them.





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.

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

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

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

*NGOs are an important pillar  
for maintaining accountability of  
government as well as private sector*



projects. The issues involved are

(i) Funding for NGO is necessary.  
(ii) Corruption in infrastructure sector has greater acceptance due to easy capitalisation.

(iii) Importance of EIA norms and authentic grounds for opposition.

(A) In the above case Mr X is not correct because:

(i) ~~He used~~ accepted bridge for

(i) Funding for NGO cannot be based on such deals to defame other company (lack of professional ethics)

(ii) He believed on the official and not looked for authenticity in his claims for objecting EIA norms.

(iii) Raising false objections to EIA procedure is against the efforts of development and economic growth. Steady India is facing problems in environmental clearance.

(b) My course of Action

(i) Outrightly rejecting the favour of the rival company. It is against my personal integrity and professional value of NGOs

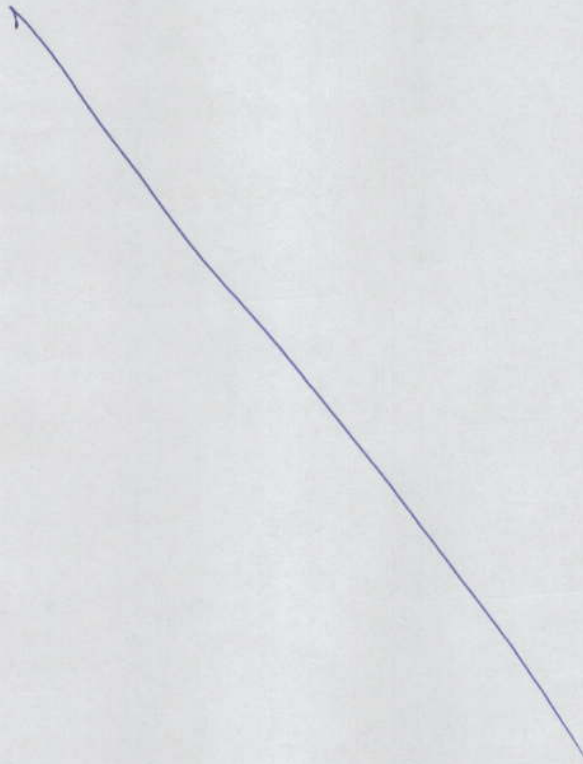
(ii) If his information seems right, I will further investigate the issue or report to competing authority i.e. District administration regarding apparent malpractices.

(iii) I will participate in Environmental Impact Assessment procedure and openly declare my stand.

(iv) For funding to my NGO, I can do alternate initiatives like fund raiser, tree plantation drives and get funding from people as well as corporates without quid pro quo.



Thus business rivalries and need for funding should not influence any one to deter from what is right. (Kant's categorical imperative)







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.

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

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

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

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

*Alcoholism is a social concern that ruins the family due to health risks, domestic violence and bankruptcy. Recently alcohol was totally banned in Bihar.*

*(a) Following are the stakeholders involved:*

- (i) Government who had it in their manifesto to ban alcohol even after losing revenue.
- (ii) Myself (civil servant) as implementer of government orders.
- (iii) women electorate who are most happy because of family harmony and savings.
- (iv) Groups that support freedom of choice. They are against such authoritarian rule.
- (v) Drinkers who now have no access to alcohol and may resort to smuggling.
- (b) Ban on alcohol is a progressive measure
- Reduce burden of disease
  - Reduce domestic violence
  - Reduction in car accidents, drunk driving cases.
  - Better family life.



However blanket ban on any  
thing is not a good move  
→ opens channel for blackmarketing  
→ parallel economy  
→ loss of revenue.  
→ proliferation of Hooch eg. Mumbai  
tragedy

(C) Issues that may arise

- (i) Protest by groups who advocate  
freedom of choice.
- (ii) Smuggling of liquor from nearby  
states.
- (iii) Access to poisonous fake liquors  
i.e. Hooch.
- (iv) Resorting to other forms of abuse  
eg. Narcotics, opium etc.

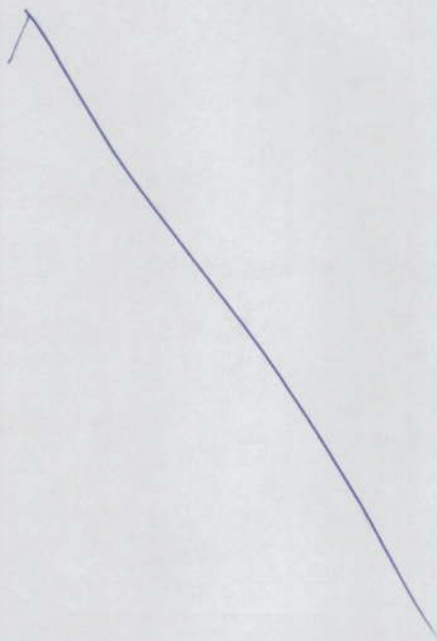
Steps to be taken

- (i) Raising awareness about  
benefits of liquor ban through  
hearings, advertisement.
- (ii) Publishing personal case studies

- of people who quit drinking.
- (iii) Sealing state borders to curb illicit transfer of liquor.
- (iv) Check on drug peddlers, hoosh makers.
- (v) Inclusion of 'alcoholism as a vice' in curriculum, office charters to change attitude of people.

Thus blanket ban may create some issues but regularisation of liquor sellers and reducing number of outlets near highways is a good step.









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.

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

दी गई परिस्थिति के अनुसार निम्नलिखित प्रश्नों के उत्तर दीजिए:

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



Advancement in health care research (eg. 3 parent baby, genomics etc) have the potential to cure multiple diseases but raise ethical concerns at the same time.

### (a) Ethical Issues

- (1) Use of humans as a means to experiment (violation of Kant's idea of <sup>considering</sup> ~~using~~ humans as ends).
- (2) Taking advantage of loopholes and shifting trials to poor countries where people cannot protest.
- (3) Necessity of human trials for advancement of research to help future patients.  
(utilitarian rule → maximum good of maximum people).
- (4) My personal ethics and values of human dignity ~~is~~ <sup>is</sup> ~~is~~ <sup>is</sup> my intention to serve humanity at large.



(b) Shifting trials to another country will not be my aim because

(i) It shows disrespect for human life irrespective of their financial status.

(ii) It involves bribery to officials. That means it is illegal as well to bribe. Taking advantage of weak laws is not in tune with professional ethics.

(iii) If the trials fail, the loss of human life because of me will not let me continue with peace. I will always be under guilt.

(iv) Even though it becomes a success my means will not justify the ends. (violation of Gandhian principles).

(c) Framework

(i) Clinical trials only on patients who are willing to try under

no force and monetary gain (Kant & moral rationalism)

(ii) Regulation in place of liability and compensation for such trials.

(iii) Only a medical board approved by government should decide on clinical trials by a company.

(iv) Clinical trials should be based on global best practices under human rights norms.

Thus clinical trials are necessary but they should not violate human dignity or done through illegal means.





