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20 NOV 2014

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**GENERAL STUDIES (Test Code : 423)**

Name of Candidate

Pavan Agrawal

Registration No.

1649

Schedule

B

Module

152

Place

M/N

Time

2:00 PM

Date

20/11/2014

Classroom



Distance Learning



Classroom & Distance Learning

**INDEX TABLE**

Q. No.	Maximum Marks	Marks Obtained
1	10	
2	10	
3	10	
4	10	
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6	10	
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14	10	
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16	10	
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18	10	
19	10	
20	10	
21	10	
22	10	
23	10	
24	10	
25	10	

Total Marks Obtained



Remarks:

Signature of Examiner

INSTRUCTIONS

1. Do furnish the appropriate details in the answer sheet (viz. Name, ID Number and Test Code).

उत्तर-पुस्तिका में सूचनाएं भरना आवश्यक है (नाम, प्रश्न-पत्र कोड, विद्यार्थी क्रमांक नम्बर आदि।

2. There are TWENTY-FIVE questions printed both in HINDI and in ENGLISH.

इसमें पच्चीस प्रश्न हैं तथा हिन्दी और अंग्रेज़ी दोनों में छपे हैं।

3. All questions are compulsory.

सभी प्रश्न अनिवार्य हैं।

4. The number of marks carried by a question/part is indicated against it.

प्रत्येक प्रश्न/भाग के अंक उसके सामने दिए गए हैं।

5. Answers must be written in the medium authorized in the Admission Certificate, which must be stated clearly on the cover of this Question-cum-Answer (QCA) Booklet in the space provided. No marks will be given for answers written in medium other than the authorized one.

प्रश्नों के उत्तर उसी माध्यम में लिखे जाने चाहिए जिसका उल्लेख आपके प्रवेश-पत्र में किया गया है और उस माध्यम का स्पष्ट उल्लेख प्रश्न-सह-उत्तर (क्यू.सी.ए.) पुस्तिका के मुख-पृष्ठ पर अंकित निर्दिष्ट स्थान पर किया जाना चाहिए। उल्लिखित माध्यम के अतिरिक्त अन्य किसी माध्यम में लिए गए उत्तर पर कोई अंक नहीं मिलेंगे।

6. Word limit in questions, if specified, should be adhered to.

प्रश्नों में शब्द सीमा, जहाँ विनिर्दिष्ट है, का अनुसरण किया जाना चाहिए।

7. Any page or portion of the page left blank in the Question-cum-Answer Booklet must be clearly struck off.

उत्तर-पुस्तिका में खाली छोड़ा हुआ पृष्ठ या उसके अंश को स्पष्ट रूप से काटा जाना चाहिए।

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GENERAL STUDIES (Test Code : 423)

Overall Macro comments / feedback / suggestions on Answer Booklet:

1.

2.

3.

4.

5.

All The Best

Section A

Answer the following questions in not more than the word limit specified for each in the parenthesis

1. 'Probity and efficiency need not necessarily be mutually exclusive sets'. Comment on the above statement and substantiate your stand with examples. (150 words)

10

'सत्यनिष्ठा एवं कार्यक्षमता का पारस्परिक अन्वय समुच्च्य होना आवश्यक नहीं है।' उपरोक्त कथन पर टिप्पणी करें एवं उदाहरणों के साथ अपने दृष्टिकोण की अभिव्यक्ति करें।

Ans-1 Probity is complete honesty and integrity. It means having strong moral principles. Efficiency refers to working diligently and in the best possible way and expeditiously.

Probity and efficiency seem mutually exclusive however probity in itself includes a sense of duty. This sense of duty is very much essential to achieve efficiency in the work.

Secondly probity leads to trust and reputation in the organisation which is essential to achieve efficiency. Support of

public and their participation helps in efficiency.

Probity in itself concerns about judicious use of public resources which is also the requirement of efficiency.

Conversely it may happen that an efficient person may be lacking probity. However from the organisation perspective efficiency would be missing in that case.

Thus probity and efficiency are interlinked.

2. 'Code of conduct must be imbibed rather than enforced'. Discuss. (150 words) 10
आचार संहिता थोपी नहीं बल्कि आत्मसात की जानी चाहिए। चर्चा करें।

Ans Code of conduct refers to list
of certain allowed and not allowed
behaviours. ~~It~~ However it is not
very effective because of ~~no~~ it
being forced.

Because of being forced, the
civil servant follow it due to
compulsion rather than volition.

So they try to find way to
circumvent this.

secondly, civil servants have to work in a dynamic environment. They have to face situations not given in the code of conduct. The requirement of use of discretion in such case necessitates requires that these be imbibed.

Also, when these values and their spirit is imbibed then it will lead to better work culture and work environment which will improve efficiency.

Also this helps in building trust with the public and customers leading to better organisational performance.

3. Can conscience take precedence over rules and regulations as a source of ethical guidance? Narrate an incident from your life where you followed your conscience as a source of ethical guidance instead of rules. (150 words) 10
- क्या नैतिक निर्देशन के स्रोत के रूप में विवेक, नियमों व विनियमों पर वरीयता प्राप्त कर सकता है? अपने जीवन की किसी ऐसी घटना का वर्णन करें जब आपने नैतिक निर्देशन के स्रोत के रूप में नियमों के स्थान पर विवेक का पालन किया हो।

Ans-1

Conscience refers to individual judgment of rightness and wrongness of an action and it compels us to do the right.

Conscience acts as a source of moral ethical guidance. It can take precedence over rules and regulations. It generally works more in the cases where we have to work according to our discretion. For example - Smoking is ~~is~~ not illegal, however my conscience does not allow me to smoke as it is not only harmful to me but to people by whom I am

surrounded.

Conscience makes us feel
like 'something is not right'
when we do something which
may be according to rules and
regulations.

4. "To see what is right and not do it, is want of courage" – Confucius. Discuss the importance of this statement in the context of public service. (150 words) 10
 "क्या सही है यह देखना और उसे नहीं करना, साहस की कमी है"-कॉन्फ्यूशियस। नागरिक सेवा के संदर्भ में इस कथन के महत्व पर चर्चा करें।

Ans:

Courage requires standing up for what is right. It requires overcoming over one's fear and weakness.

After seeing what is right, not to do it shows lack of courage. This has been emphasized by ^{all} ~~many~~ philosophers and great

personalities. Gandhiji requires says
courage as an important quality
of Satyagrahi.

It is very important for a
public servant to be courageous.
He should be able to stand up to
orders of superiors or politicians
which he considers morally, legally
and constitutionally wrong. Taking
no action even after knowledge
of bad make a person responsible
for that bad. This responsibility is
higher in case of public servant.

In the public service, one
has to stand up to conservative
and chauvinist elements of the
society also, she has to protect
the not so privileged people.
This requires courage against harm.

Also in public service, it
requires courage to bring corrupt
and illegal elements to notice
of the ~~pro~~ public. Whistleblowing
is an act of courage.

5. 'Laws are social norms codified'. Do you agree? Give a few examples to substantiate your answer. (150 words) 10

"कानून सामाजिक आदर्शों का संहिताकरण है"। क्या आप सहमत हैं? अपने उत्तर की अभिप्राय हेतु कुछ उदाहरण दें।

Ans:

Laws are generally codification of social norms. Accepted social norms are considered legal and not-accepted one's are considered illegal.

However it may not be true for all the times. Some times the laws acts as an instrument of social change against the perceived social norms. This happens ~~at~~ because of one, few individuals or groups. For example- enactment of sati abolition or many of the laws for welfare for ST, SC's and women.

Thus law generally represents

the collective social will for
example - committing murder is
wrong according to social norms
as well as law. However law
is also an instrument for
social reforms and change.

In this light law represents
the collective inherited social
norms as well as guidance to
them.

6. (a) You are DM of a district where there exists a strong negative attitude towards girl's education among the people. How will you bring about a change in this negative attitude? (100 words) 5

आप एक ऐसे जिले के जिलाधिकारी हैं जहां बालिका शिक्षा को लेकर लोगों की प्रवृत्ति नकारात्मक है। आप इस नकारात्मक प्रवृत्ति में किस प्रकार परिवर्तन लाएंगे ?

Ans:

The changing of attitude of the people towards girls education, the following steps are needed.

① First of all, filling of all gaps in infrastructure like absence of toilets, teachers etc has to be filled.

② There is need of awareness campaign. For this purpose women

who have excelled in their field (science, arts, politics etc ---) should be leveraged. It will be more beneficial if they are from that region only.

③ There should be arrangement of rewards for the parents as well as girl child on completing certain classes say on admission, 5th standard etc.

④ ~~The~~ Technique like social pressure against parents not sending their girls to school can be used using local community leaders

6. (b) "Relativity applies to physics, not ethics"-Albert Einstein. Comment. (100 words) 5

"सापेक्षता भौतिकता पर लागू है, नैतिकता पर नहीं"-अल्बर्ट आइंस्टीन। टिप्पणी करें।

Ans Einstein's this statement talks about objectivity and universality of ethics. According to him relativity is not right for ethics.

Ethical universality prescribes same ethics without taking into account the local diversities, customs, individual preferences etc.

Although some practices have ^{more or less} universal ethical validity, however it can not be generalised. To take care of diverse sentiments and minority rights, relativity is required.

However as far as professional ethics are concerned, they must be universal.

6. (c) Explain why it is important for a good leader to be Emotionally Intelligent. (100 words)

5

एक अच्छे नेतृत्वकर्ता (मार्गदर्शक) के लिए भावनात्मक समझदारी क्यों आवश्यक है, वर्णन करें।

Ans → Emotionally intelligence is required for a good leader —

① To understand his emotions as well other's emotion to connect well with them. It will help in better coordination and communication.

② It will help in dispute resolution in the team.

- ③ Empathy helps in building of trust.
- ④ Self motivation is required to motivate not only himself but his followers as well.
- ⑤ ~~Emp~~ Emotionally intelligent leader will be able to help his team work more harmoniously and efficiently.

7. Indian education system needs to be reinvigorated to inculcate moral values and promote ethical conduct. Do you think indigenization of our education system can promote the same? (150 words) 10

नैतिक मूल्यों के समावेश एवं नैतिक आचार को प्रोत्साहित करने हेतु भारतीय शिक्षा पद्धति को पुनर्जीवित करने की आवश्यकता है। क्या आप ऐसा समझते हैं कि हमारी शिक्षा प्रणाली का स्वदेशीकरण इसे प्रोत्साहित कर सकता है?

Ans → Education plays an important role in ~~water~~ inculcating ethical values. According to Gandhiji 'knowledge without character' is one of the seven sins. He considers education as an instrument of character building.

In this light there is need to reinvigorate the education system. For this purpose there is need to promote activity based learning. Students must learn by activity. They must be taken to places like orphanage etc and sports should be promoted to

learn leadership, teamwork etc.

Indigenization of education will definitely help. It should be done by including more examples from different parts of India particularly local area so that students may relate to it can.

However this should not be blind imitation of the past. The education system should take good elements of the past but simultaneously present progressive and modern ideas, which may be indigenous or some foreign.

8. What do you understand by Civil Services neutrality? Why is neutrality one of the most important foundational values for a civil servant? (150 words) 10
- सिविल सेवाओं की निष्पक्षता से आप क्या समझते हैं ? एक सिविल सेवक के लिए निष्पक्षता सर्वाधिक महत्वपूर्ण आधारभूत मूल्यों में से एक क्यों है?

Ans

Civil service neutrality means being neutral to the political parties ~~at~~ and being neutral to the policies.

Being neutral to the policies is not desired because it will be against values of empathy etc. In a country like

India civil services should be committed towards policy goals.

However political neutrality is required for following reasons.

① It will ensure that politicians are sure that they will get sound advice from administrators and their policies will be implemented without bias.

② For the citizens, it will ensure that they will same quality of services irrespective of their political loyalty.

③ For the civil servants, it will ensure that they will not be discriminated on change of government and they can carry out their work fearlessly.

9. Explain how corruption devours the very concept of good governance and slowly eats away the good in the society. (150 words) 10
भ्रष्टाचार सुशासन की संकल्पना एवं समाज की अच्छाइयों का धीरे-धीरे कैसे भक्षण करता है, विस्तार से बताएं।

Ans:-

Good governance refers to creating an environment in which every individual can develop to the best of their potential. However corruption devours the very concept of it in following ways-

① Corruption leads to diversion and leaking out of the ~~resort~~ resources meant for development.
Thus process of empowerment of people is restricted.

② corruption leads to lack of trust among the people about the government. It means that participation and coordination is not possible. It hurts the

objective of good governance.

③ Corruption leads to many of anti social, anti national and illegal activities. It disturbs the social fabric and leads to law and order problems.

Thus corruption presents multifaceted problems for the achievement of good governance.

10. 'Adhering strictly and blindly to the rules and procedures is missing the wood for the trees'. Discuss the relevance of the above statement in the context of public service delivery in India. (150 words) 10
- 'नियमों एवं प्रक्रियाओं का कड़ाई से और बिना देखे पालन करना वृहद् परिदृश्य के प्रति अनभिज्ञता दर्शाता है।' भारत में लोक सेवाओं के निष्पादन के संदर्भ में उपर्युक्त कथन की प्रासंगिकता पर चर्चा करें।

Ans-1 Public servants work on the basis of rules, regulations and procedures. However these are a mean to achieve the goal of efficient, equitable, economic and speedy public services. But in India, these rules have become an end in itself which is affecting public service delivery performance.

Considering rules and procedures as an end and their blind and strict adherence leads to red-tapism, corruption, inefficiency in the public service.

It also isolates the general public from the public service delivery system. In a country like India with so much diversity and millions of deprived people, there is need to look at this aspect.

Thus rules and regulations are required but they should not restrict the public servants. And public servants also must not hide behind the rules only then social, economic and political justice will be achieved.

11. In framing a government, which is to be administered by men over men, the greatest difficulty lies firstly in enabling the government to control the governed; and in the next place to oblige it to control itself. Comment w.r.t. accountability of public service in India. (150 words)

10

व्यक्ति के ऊपर व्यक्ति द्वारा शासन करने वाली एक सरकार के गठन में सबसे बड़ी समस्या सर्वप्रथम सरकार को इस योग्य बनाने की होती है कि वह शासितों पर नियंत्रण कर सके; और इसके बाद स्थान आता है स्वयं को नियंत्रित करने हेतु इसे बाध्य करने का। भारत में सार्वजनिक सेवाओं की उत्तरदायिता के परिप्रेक्ष्य में टिप्पणी करें।

Ans:- A government has to maintain itself, for that purpose it should be able to control the ruled. Secondly it must be able to control itself.

Controlling itself is very important because it provides the government legitimacy. In a country like India legitimacy can be achieved only by following the social contract. ~~They~~ The government must keep the public interest supreme, ~~or~~ which requires self control.

However in India officials rather than considering themselves as servants of the people working to fulfill public interest are suffering from elitist mentality which affects the public service delivery and isolates the people

Thus this self control requires participation of the people, transparency, accountability in the governance process. Only then good governance will be achieved.

12. Rabindranath Tagore's philosophy is a blend of idealist and humanist approach in which thoughts of naturalism, pragmatism and individualism are also reflected. Comment. (150 words)

10

रविन्द्रनाथ टैगोर के दर्शन में आदर्शवादी एवं मानवतावादी दृष्टिकोण का समावेश है, जिसमें प्रकृतिवाद, यथार्थवाद एवं व्यक्तिवाद के विचार भी प्रतिबिम्बित होते हैं। टिप्पणी करें।

Ans:- Tagore's philosophy is a blend of idealism and humanism. He emphasises upon dignity of the individual. According to him nature has put no restrictions on man however society and other social systems have

restricted the freedom of men.

He had blend of individualism in his philosophy however his individualism is not against society. He talks about optimum development of individual where he/she can contribute towards the society.

Tagore was an idealist. He talked about dangers of chauvinist nationalism. He wanted a world free of boundaries and discriminations.

Tagore put emphasis on co-existence of man and nature.

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

13. Shalini works in the Human Resource Department in a Marketing firm. Marketing job entails a lot of travel, and accordingly the firm provides for many perks. She finds that some employees engage in activities such as getting doctor's appointment during office hours, making personal phone calls, using office computer and Internet for personal reasons. As a new employee, she finds this behaviour unethical but her colleagues tell her that since the employees tend to spend so much of their weekday hours on the job, it is all right to engage in some personal work.

Consider the following options and evaluate them:

- (a) Strict monitoring of the employees for such unethical behaviour.
- (b) Ignoring this issue altogether.
- (c) Dismissing the employees who are found to be engaged in such activities on a regular basis.
- (d) Reporting the matter to the Departmental head.
- (e) Issuing warning to the employees.

25

शालिनी एक विपणन (मार्केटिंग) फर्म के मानव संसाधन विभाग में कार्य करती है। मार्केटिंग का कार्य होने कारण उसके कार्य में काफी यात्राएं शामिल हैं, इसलिए फर्म के द्वारा उसे विभिन्न अनुलाभ प्रदान किए जाते हैं। वह पाती है कि कार्यालय समय के दौरान कुछ कर्मचारी डॉक्टर से मिलने का समय लेने, व्यक्तिगत फोन कॉल या कंप्यूटर व इंटरनेट का प्रयोग निई उपयोग के लिए करना, जैसे क्रियाकलाप करते हैं। एक नई कर्मचारी के नाते वह इन कार्यों को अनैतिक पाती है, लेकिन उसके सहकर्मी उसे बताते हैं कि चूंकि कर्मचारी सप्ताह का ज्यादातर समय कार्यालय कार्य में व्यतीत करते हैं, इसलिए कुछ व्यक्तिगत कार्यों में लिप्त होना गलत नहीं है।

निम्न विकल्पों का विचार करें व उनका मूल्यांकन करें-

- (क) ऐसे अनैतिक व्यवहार हेतु कर्मचारियों की कड़ाई से निगरानी
- (ख) मुद्दे की पूरी तरह अनदेखी करना
- (ग) नियमित रूप से ऐसे कार्यों में लिप्त पाए जाने वाले कर्मचारियों को नौकरी से हटाना
- (घ) विभागाध्यक्ष को मुद्दे से सम्बन्धित प्रतिवेदन भेजना
- (ङ) कर्मचारियों को चेतावनी देना

Ans Given situation represents dilemma for Shalini that what she should do As many of the employees are involved in personal work ~~due to~~ during office hours.

The stakeholders in the situation are shalini (responsible for maintaining efficient working), the employees (who

are using & working hours for personal work) and the organisation in general.

The various course of action are

- ① Strict monitoring of employees for such behaviour → This method has negative that the employees in the start may not feel very comfortable. However it is required as it is duty of Shalini to make sure that the employees utilise their working hours efficiently.
- ② Ignoring the issue altogether → In this way the status quo will be maintained. However it will give wrong signal that it is ok to do personal work during office hours. Secondly as the company provides extra allowance for travel work, it is unethical to use that as an excuse.
- ③ Dismissing the employees who are found to be engaged in such activities on

regular basis → This method will definitely help in curbing this practice however it will have bad consequences in the future. As this is a too extreme step, it will create fear environment which will be detrimental to organisational efficiency.

④ Reporting the matter to head of department → The advice of the head should definitely be sought. According to his guidance further step can be taken. Also Shalini may recommend setting aside particular time for the employee frequently out on tours to do their personal work.

⑤ Issuing warning to the employees → This will bring attention of the employees that this practice is not ethical, so they will be tempted to denounce it.

Thus it is responsibility of Shalini to ensure efficient utilisation of workhours, as well as ensure that the employees are not facing any problems. Thus in my view Shalini should issue a warning against such practice and side by side ~~trying~~ make arrangement to do personal work (by giving some free time) particularly to employees who are frequent travellers. This will help achieve trust of employees as well as send a good message.

14. You are in charge of the rescue operations in an epidemic hit area, commanding a team of 6 medical professionals. The area is located remotely and not well connected with the nearby town through roads. It takes around 24 hours to reach the nearest district hospital, which has the required vaccines and drugs. Thousands of people have died because of the disease. The disease is contagious, though it gets transmitted only through bodily fluids and not through air. However, one of your team members has fallen sick and his condition is critical. Moreover, the team does not have the required drugs to treat him. Your team members request you to call off the operation as they are scared of the disease and want to take back the sick team-member to the hospital. At the same time, media has been portraying your efforts in a negative light.

(a) What are the options available to you?

(b) Evaluate each option and suggest the best course of action?

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आप एक महामारी पीड़ित क्षेत्र में बचाव ऑपरेशन के प्रभारी हैं और 6 चिकित्कीय पेशेवरों का नेतृत्व कर रहे हैं। क्षेत्र की अवस्थिति दूरवर्ती है और यह निकटवर्ती शहर से सड़क माध्यम से भी नहीं जुड़ा है। निकटवर्ती जिला अस्पताल, जहां आवश्यक दवाइयां एवं टीकें हैं, वहां तक पहुंचने में 24 घंटे का समय लगता है। बीमारी के कारण हजारों की मृत्यु हो चुकी है। यह बीमारी संक्रामक है, हालांकि इसका प्रसार वायु के द्वारा नहीं बल्कि सिर्फ शारीरिक सम्पर्क से होता है। फिर भी आपके दल का एक सदस्य बीमार हो गया है और उसकी हालत चिंताजनक है। साथ ही, दल के पास उसकी चिकित्सा हेतु आवश्यक दवाइयां भी नहीं हैं। आपके दल के सदस्य आपसे बचाव ऑपरेशन बंद करने को कहते हैं। वे इस बीमारी से भयभीत हैं और बीमार सदस्य को अस्पताल ले जाना चाहते हैं। वहीं दूसरी ओर मीडिया आपके प्रयासों का नकारात्मक चित्रण कर रहा है।

(क) आपके पास क्या विकल्प उपलब्ध हैं?

(ख) प्रत्येक विकल्प का मूल्यांकन करें व कार्रवाई की सर्वोत्तम योजना प्रस्तुत करें।

Ans:

The situation presents dilemma whether to take measures for safety and moral of team or to act for the benefit of people hit by epidemic.

The stakeholders are me and my team, the suffering population, general population and media.

In this case I have an obligation towards the people as being a health

professional, on the other hand I have duty to ensure safety of my team.

The various course of action available to me and their evaluation are -

- ① Calling off the operation is not a right operative option at all because it will send a wrong signal as well as against the medical ethics.
- ② Continuing with the operation and trying to treat team members with the drugs available → The positives of this approach is fulfilment of the duty. This way many of patients may be saved (but that is uncertain due to lack of medicines and vaccines).

This will send good signal to the people of the area. However in this approach my team member as well as many others may die which

may spread fear and lack of morale in my team members.

③ Sending the team members (ill) to district hospital with another colleague and continuing with the operation → This way I will end up saving my team member and it will help lift up their morale, however people of the area may suffer due to lack of one health professional.

④ Using media to connect with district hospital and requesting them to send required medicine and vaccine and also using requesting media for awareness generation → As the disease spreads only by body fluids, by awareness campaign using media its infection can be controlled.

The sick can be isolated. Also by the help from district hospital

(in drugs and vaccines as well as health professionals if possible) will help in taking care of the sick. This will be seen by in good light by the people and media also.

Thus I will follow approach 4 to balance need of care of people as well as responsibility towards my team members.

15. A deadly epidemic has broken out in West Africa killing thousands of people in a short span of time and infecting many others. There is no vaccine or treatment available to cure the disease. You are the head of the health department of one of the countries that have been severely hit by the epidemic. While there is no treatment currently available for the disease, an experimental drug is being used in some other country. This drug has shown positive results and consequently some of the patients have also managed to recover from the disease. However, it is not yet clear whether the relief came due to the drug alone, or otherwise. Given the high mortality rate of the disease and its rapid spread, other countries affected by this disease have already given a go-ahead for the mass production of this experimental drug. But some health experts are skeptical about the efficacy of the drug and have even warned against its use as it may result in some deadly side-effects.

(a) Bring out and discuss the ethical issues involved in the above case.

(b) What would you do in the above situation? Give reasons.

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पश्चिमी अफ्रीका में एक भयानक महामारी फैली है जिसने अल्पावधि में हजारों लोगों की जान ले ली है और बहुतों को संक्रमित कर दिया है। बीमारी की चिकित्सा हेतु कोई दवा या टीका उपलब्ध नहीं है। आप एक ऐसे देश के स्वास्थ्य विभाग के प्रमुख हैं जिसे इस महामारी ने बुरी प्रकार प्रभावित किया है। चूंकि इस बीमारी हेतु वर्तमान में कोई चिकित्सा उपलब्ध नहीं है, एक दवा प्रायोगिक रूप से दूसरे देश में उपयोग की जा रही है। इस दवा के सकारात्मक परिणाम देखने को मिले हैं और जिसके फलस्वरूप कुछ मरीज इस बीमारी से उबरने में सफल रहे हैं। हालांकि, अब तक यह स्पष्ट नहीं है कि राहत अकेले दवा से मिली है या किसी अन्य प्रकार से। बीमारी की उच्च मृत्यु दर एवं त्वरित प्रसार को देखते हुए अन्य देशों ने इस प्रायोगिक दवा के बड़े पैमाने पर उत्पादन की अनुमति दे दी है। लेकिन कुछ स्वास्थ्य विशेषज्ञ दवा के प्रभाव को लेकर संशुक्ति हैं और उन्होंने इसके उपयोग के विरुद्ध चेतावनी भी जारी की है। उनका कहना है कि इसके जानलेवा साइड इफेक्ट्स (दुष्प्रभाव) हो सकते हैं।

(क) उपरोक्त परिस्थिति में नैतिक मुद्दों की पहचान करें एवं उन पर चर्चा करें।

(ख) उपरोक्त स्थिति में आप क्या करेंगे? कारण बताएं।

Ans-

The ethical dilemma in the situation is ~~regard~~ whether to allow an experimental drug in case of emergency or not.

The stakeholders in the situation are myself as head of health department, the people who are sick and others, the drug companies and health experts.

As head of health department, it is my duty to ensure that all drugs are tried and tested well before their use however this is an extra-ordinary situation which demands extra-ordinary response.

Various course of action available are-

① Not allowing the experimental drug → The positive about this approach is that I am following the legal route of not allowing drugs before trial. However this approach may cost many of the patient their life if the drug indeed is effective.

② Allowing mass production of the drugs
By allowing mass production, one on one hand many of the patients could be saved but there is no certainty. On the other hand if the drug indeed as deadly side

effect, it may end up doing more damage than the good.

③ Allowing the drug on trial for people who are in bad condition -

This approach has positive that the patients who have chances of recovering will not be given that drug thus saving them from potential side effects. Also if the drug proves itself effective in the people who are badly sick, it may be ^{it} tried more used in more patients.

Thus I will go for option ③ of allowing limited use of the drug while strictly monitoring for any of the symptoms positive or negative to take the corrective measure.

16. You are the District Magistrate of one of the poorest districts in the country. Due to widespread poverty and unhygienic conditions, there are many health related problems in the district. Many private medical practitioners have settled in the district and are running a profitable business. There are reports that many of them are charging high fees even for routine medical check-ups. Further, out-of pocket health expenditure has risen exponentially in the district.

The MP of that constituency has fixed the rates, which the doctors can charge from their patients, for the most common medical treatment. These rates are within the capacity of the poor masses and would not impact the earning of the doctors too. He has also warned that if any doctor is found to be in violation of these, then serious action would be initiated against him.

The medical fraternity has protested against these arm-twisting tactics. They have approached the DM to remedy the situation.

(a) What are the options available to you?

(b) Evaluate each option and suggest the best course of action?

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आप देश के सबसे निर्धन जिलों में से एक जिले के जिलाधिकारी हैं। व्यापक निर्धनता एवं अस्वास्थ्यकर परिस्थितियों के कारण, जिले में स्वास्थ्य संबंधी बहुत सारी समस्याएं हैं। जिले में ढेरों निजी चिकित्सक आ बसे हैं और मुनाफे का व्यापार चला रहे हैं। ऐसी खबरें हैं कि वे नियमित जांच के लिए भी भारी फीस वसूल रहे हैं, साथ ही जिले में व्यक्ति के जेब से होने वाले स्वास्थ्य खर्च में अत्यधिक वृद्धि हुई है।

क्षेत्रीय सांसद ने चिकित्सकों द्वारा आम उचार हेतु मरीजों से ली जाने वाली फीस निश्चित कर दी है। तय दरें निर्धन से निर्धन व्यक्ति की वहन क्षमता के भीतर हैं और इससे चिकित्सकों की आय पर भी प्रभाव नहीं पड़ेगा। उसने यह भी चेतावनी दी है कि यदि कोई चिकित्सक तय दरों का उल्लंघन करता पाया जाता है तो उसके विरुद्ध गंभीर कार्रवाई की जाएगी।

चिकित्सकीय बिरादरी ने जबरदस्ती की इन युक्तियों का विरोध किया है। परिस्थिति का समाधान निकालने के हेतु उन्होंने जिलाधिकारी से आग्रह किया है।

(क) आपके पास क्या विकल्प उपलब्ध हैं?

(ख) प्रत्येक विकल्प का मूल्यांकन करें व कार्रवाई की सही योजना प्रस्तुत करें।

Ans. The dilemma in the situation is that though the poor patients have to be shielded against exorbitant fees, can this be done on whims and fancies and force of any person.

The stakeholders of the situation are myself, the member of parliament, the patients, the doctors and general

public at large.

Various course of action are -

① ~~Being convincing~~ Telling doctors to follow the rates prescribed by MP -

In this way the poor patients will be protected. However it will send a wrong signal that any individual can make rules and regulations based on force which will not be good for law and order as well.

For This will lead to resentment among doctors as well who will find other ways to earn money or will not treat sincerely. Also this is against fundamental right of practising profession of one's choice.

② To advise doctors to maintain status quo and ask MP to not forcefully impose his order - This may be right legally however it shows lack

of empathy towards the poor people. This will also attract negative vibe from the MP also who may be genuinely concerned about welfare of people.

② The best course of action, in my opinion would be to balance rights of doctors as well as welfare of patients. For this purpose representative from doctors, from MP and from people should be called to reach on a consensus regarding the rate. Also there is need to establish standard treatment protocol for diagnostics etc. The MP can be requested to provide some funds from his local area development fund for the poor patients.

17. You are the Station House Officer of a police station. Recently, there has been a spurt in theft incidents in your area. Some of these incidents have occurred even during daytime. The Resident Welfare Association has blamed the labourers, residing in night shelters, for the crimes.

The night shelters are a result of an initiative by the police to help the homeless people to seek refuge from the biting cold at night. You have taken great pains to get these night-shelters up and running. The record of all those who stay in these night shelters, for instance, their names and identity proofs, is kept with the police. But the police has no information if any one of them has a past criminal record. Even as an investigation regarding the thefts is going on, the RWA members are demanding to dismantle these night shelters and to not allow these labourers to reside near their homes.

(a) What are the options available to you?

(b) Evaluate each option and suggest the best course of action?

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आप एक थाने के एसएचओ हैं। हाल के दिनों में, आपके क्षेत्र में चोरी की घटनाओं में काफी तेजी रही है। इनमें से कुछ घटनाएं तो दिनदहाड़े हुईं। रेजिडेंट्स वेलफेयर एसोसिएशन (आरडब्लूए) ने इन अपराधों के लिए रैन बसेरों में रह रहे श्रमिकों पर आरोप लगाया है।

वे रैन बसेरों के लोगो के लिए रात्रि की भयावह ढंड में शरण लेने हेतु पुलिस प्रयोसों के परिणाम हैं। आपने इन रैन बसेरों के निर्माण एवं उन्हें संचालित करवाने के लिए काफी परेशानी उठाई है। इन रैन बसेरों में रहने वालों का ब्यौरा, जैसे कि उनके नाम, उनका पहचान प्रमाण आदि पुलिस के पास है, लेकिन पुलिस के पास इस बात की जानकारी नहीं है कि उनमें से किसी का कोई पूर्व आपराधिक रेकॉर्ड है।

हालांकि, चोरियों की जांच जारी है, फिर भी आरडब्लूए सदस्य इन रैन बसेरों को गिराए जाने एवं इन श्रमिकों को अपने घरों के निकट न रहने दिए जाने की मांग कर रहे हैं।

(क) आपके पास क्या विकल्प उपलब्ध हैं?

(ख) प्रत्येक विकल्प का मूल्यांकन करें व कार्रवाई की सही योजना प्रस्तुत करें।

Ans The dilemma is whether to take action just based on suspicion or conduct full enquiry and balance rights of homeless people and resident welfare association.

The stakeholders are police, resident welfare associations, and the homeless people.

The various options available

are-

① Taking no action against the ~~stam~~ ~~do~~ homeless and trying to find thieves → This way I will be protecting rights of homeless. As the law assumes innocence unless proven guilty, it would not be right to take action based on complaint. Secondly their record is also clean.

However this may not satisfy the resident welfare associations and could lead to tension in the area.

② Convincing the resident welfare association that full enquiry will be conducted → In this approach, the resident welfare associations can be satisfied and then the root cause can be found out. This approach however may take time, in the meanwhile if the

incidents happen again, this may
lead to tension.

③ The best approach in my opinion
would be to conduct an enquiry
as well as putting few policemen
in the area particularly during
the night so that such incidents
do not repeat and culprits can
be booked.

18. You are a final-year engineering student, studying in a reputed engineering college of India. Campus placements are going on in your college and most of your friends have already been placed in reputed multi-national companies.

You have appeared in selection tests for many companies but have failed to clear any of them. The placement season is drawing to a close. You have taken a student loan to pay for the college tuition fees. Your parents have high hopes from you and placement in a good MNC is very important for your future.

Some of your friends have offered to help you to cheat in the next selection test. Many of them have themselves cleared their tests by cheating and now have job offers from big MNCs. You have never cheated in any exam in your whole student life. But the present situation is making you indecisive.

(a) What are the options available to you?

(b) Evaluate each option and suggest the best course of action?

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आप भारत के एक प्रतिष्ठित अभियांत्रिकी कॉलेज में अंतिम वर्ष के छात्र हैं। आपके कॉलेज में कैम्पस प्लेसमेंट चल रहा है और आपके अधिकतर मित्र प्रतिष्ठित बहुराष्ट्रीय कंपनियों में नौकरी पा चुके हैं।

आप कई कंपनियों की चयन परीक्षा में पेश हुए, पर किसी में सफलता नहीं पा सके। प्लेसमेंट सीजन सामप्त होने को है। आपने कॉलेज ट्यूशन फीस के लिए एक छात्र ऋण लिया हुआ है। आपके माता-पिता को आपसे काफी उम्मीदें हैं और आपके भविष्य के लिए अच्छी बहुराष्ट्रीय कंपनी में नौकरी पाना अतिआवश्यक है।

आपके कुछ मित्रों ने अगली परीक्षा में आपको नकल कराने का प्रस्ताव रखा है। उनमें से कइयों ने स्वयं भी नकल कर अपनी परीक्षाएं पास की हैं और अब उनके पास बड़ी बहुराष्ट्रीय कंपनियों के जॉब ऑफर उनके पास हैं। आपने अपने छात्र जीवन के दौरान किसी भी परीक्षा में नकल नहीं किया। लेकिन वर्तमान परिस्थिति ने आपको अनिर्णय की स्थिति में डाल दिया है।

(क) आपके पास क्या विकल्प उपलब्ध हैं?

(ख) प्रत्येक विकल्प का मूल्यांकन करें व कार्रवाई की सही योजना प्रस्तुत करें।

Ans In this situation the dilemma is whether to use ~~this~~ cheating to achieve short term goal or follow principle of honesty.

The stakeholders are myself, my friends, the company who is recruiting and general public and their faith in examinations.

The various course of action are-

① To ignore the advice of the friends → In this way, I shall be following honesty. Though in short term I may end up losing that job but that will be good for me in long term. Also this will keep maintain faith in the examination system.

② Complain against the friends who have cheated → In this way I may get appreciation from the authorities. However it will against promise keeping and will violate the trust of my friends. However it is my duty to protect my friends from doing the bad thing.

③ Will convince the friends not to cheat themselves → In this way I may or may not get the job. I will have problems repaying the loan. However I will be following my duty towards truth telling/honesty and towards my friends as well. As Grandhiji ~~God~~ said, "Hate the sin not sinner" I will be protecting my friends from cheating.

The third option in my opinion is the correct one. I have never cheated and thus I will by not cheating keep a good example for myself. Also something which we will feel embarrassed about should not be done.

