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GENERAL STUDIES (TEST CODE : 1494)

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Medium Hindi/Eng.	ENGLISH	Registration Number	590108
Center	ONLINE	Date	30-12-20

INDEX TABLE			INSTRUCTIONS
Q. No.	Maximum Marks	Marks Obtained	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)। 2. There are FOURTEEN questions printed in ENGLISH & HINDI इसमें चौदह प्रश्न हैं अंग्रेजी और हिन्दी 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 (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। 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।
1(a)	10		
1(b)	10		
2(a)	10		
2(b)	10		
3	20		
4(a)	10		
4(b)	10		
5(a)	10		
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9	20		
10	20		
11	20		
12	20		
13	20		
14	20		
Total Marks Obtained:			
Remarks:			
Signature of Examiner			

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EVALUATION INDICATORS

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

Overall Macro Comments / feedback / suggestions on Answer Booklet:

1.

2.

3.

4.

5.

6.

SECTION - A

1. (a) What do you understand by probity in governance? Explain, with examples, how it enhances transparency and accountability in the administration. (150 words) 10

शासन व्यवस्था में ईमानदारी से आप क्या समझते हैं? उदाहरणों के साथ स्पष्ट कीजिए कि यह प्रशासन में पारदर्शिता और जवाबदेही कैसे बढ़ाता है।

Probity in Governance means presence of values such as integrity, honesty, impartiality which are deemed necessary for a person in public service.

These are such qualities that ensure that people involved in serving people are guided by moral values such that they are deterred from vices like corruption and prejudice. An absence in probity leads to dishonest practices, erosion of trust in public institutions and rampant corruption.

Transparency means that people are well aware of internal working and are well informed of the processes of governance. Accountability means being answerable to a higher authority for action. Probity in

public administration requires person / administrator to have ① people centric delivery system

- ② Providing adequate and full information of workings of public office
- ③ Faithful and honest commitment towards work to serve people.
- ④ In case of dissatisfaction in service delivery being responsible for the action.

Hence, probity in Governance is a foremost quality and also a core part of professional ethics.

1. (b) Differentiating between empathy and compassion, discuss the importance of compassion towards weaker sections of society in the administration. (150 words) 10

सहानुभूति और संवेदना के मध्य अंतर स्पष्ट करते हुए, प्रशासन में समाज के कमजोर वर्गों के प्रति संवेदना के महत्व की विवेचना कीजिए।

Compassion and empathy are two very important values a person must possess if he is to be in a position of serving people.

① Compassion - It is a value that makes a person sympathize with someone else's ~~adversity~~ adversity or a difficult position. Compassion brings an urge to help the aggrieved or simply creates soft feelings for another.

② Empathy - it is a quality to feel the same sufferings as others by putting oneself in his/her position. It is a very noble virtue that creates a sense of sorrow seeing somebody else's sorrow.

Compassion & Empathy are supreme virtues that people and especially civil servants must possess as it is the nature of their service to help people from all walks of life and being able to empathize.

with people of poor section builds a sense of duty and will to help those unfortunate people come out of the suffering and vulnerability. It brings a sense of gratitude and ~~brings~~ ~~per~~ makes a person down to earth.

Overall, an empathetic person creates more public trust and goodwill for government than an administrator who works mechanically.

2. (a) Ethics may, at times, seem to be in conflict with law and vice-versa. Discuss with suitable examples. (150 words) 10

नीतिशास्त्र कई बार कानून के साथ संघर्षरत और इसके विपरीत प्रतीत हो सकता है। उपयुक्त उदाहरणों के साथ चर्चा कीजिए।

Ethics and law are very interdependent concepts but still, there is a sense of separation and ~~not~~ dicotomy which often brings both in conflict.

Ethics - Ethics are generally guiding principles for deciding in situations between right and wrong. These are generally not codified and are accepted by society as a good practice.

Law - These are codified principles that people choose. They are usually in form of do's and don'ts and their violation generally invites punishments. They may or may not always be ethical. Sometimes laws may go against ethical values and people must obey them.

A n example of such conflict can be witnessed by a police officer under orders to implement sec. 144 and arrest those in violation even though he may

know that people there are in a peaceful demonstration for a meaning purpose such as gender equality, human rights or crimes against women. He must obey his duty as it is under law even though it is not conforming to ethical values.

Hence, it is always a matter of controversy whenever such conflict exists but this is a rare phenomena because laws are mostly guided by ethical values.

2. (b) Explaining the concept of Emotional Intelligence, highlight its role in administration. (150 words) 10

भावनात्मक समझ की अवधारणा स्पष्ट करते हुए, प्रशासन में इसकी भूमिका पर प्रकाश डालिए।

Emotional Intelligence is a value that means well aware of one's emotion and harnessing emotion to one's advantage by becoming more conscious of action and thinking.

Emotional ^{quotient} Intelligence is different from Intelligence quotient as latter is a quantifiable measure of one's verbal, logical, spatial or mathematical abilities. While several people may have similar cognitive abilities but would differ in perception abilities of emotion. Emotional intelligence is a more significant factor that is developed gradually with one's experience and interaction with society. It is the ① self-awareness, ② identification of emotion triggering factors

③ understanding other's emotional behaviours

④ capturing ones and others emotions to make a more meaningful impact during interactions.

It has a significant role in administration as it becomes essential for a people centric service delivery to understand people's emotion and also to maintain his/her own emotion balance during stressful times. Or in case of emotional conflict.

3. Examine the relevance of the following in the context of civil services: (20)

(a) Integrity and Honesty

सत्यनिष्ठा और ईमानदारी

(b) Objectivity and Neutrality

वस्तुनिष्ठता और तटस्थता

(c) Impartiality and Non-partisanship

निष्पक्षता और गैर-तरफदारी

(d) Accountability and Responsibility

जवाबदेही और उत्तरदायित्व

(a) Integrity and Honesty - Integrity is the belief in one's value and the will power to adhere to them and honesty is an act of truthfulness irrespective of the situation. These qualities are foundation in civil services as they help to build public trust, justice to the people and create strong confidence in the system. Lack of honesty and integrity brings corruption, prejudice, biases and dishonest practices.

(b) Objectivity and Neutrality - Objectivity is the ability to take decision based on facts and ground realities rather than whims and fancies. An objective decision is a rational decision. Neutrality is the ability to not to be biased or partisan towards one party. It means not favouring anybody. Objectivity

and neutrality are important in administration so that people are treated equally, decisions are not influenced by any external agent and decisions being just and moral.

③ Impartiality and non-partisanship - These are similar qualities that mean ~~be~~ not favoring any one party and not being partial or biased in decisions. This is important in administration to maintain equality else the partial and partisan decisions will lead to marginalization of one section which is strongly against the probity in governance.

④ Accountability and responsibility - Accountability ~~the the is the~~ is answering a higher authority for one's actions, providing justification and reason for a particular act.

Responsibility is the belief in duty for a one's duty towards something and an obligation to discharge that duty truthfully and completely.

In administration, these two devices

are employed as a method of check and balance on civil servants. While they are responsible for their duty to public service, they are also accountable and must provide justification to their actions to representatives of the public to ensure quality in their work.

4. (a) Is it always morally wrong to lie? Justify your stand with relevant examples. (150 words) 10

क्या असत्य बोलना सदैव नैतिक रूप से गलत होता है? प्रासंगिक उदाहरणों के साथ अपने रुख का औचित्य सिद्ध कीजिए।

while morals are values that guide our good and bad actions in life, lying is the act of not telling the truth.

A shallow analysis would certainly portray oneself believing that act of lying is immoral and wrong. while it is definitely believed by personalities like Gandhiji and Vinayakant to never tell a lie and preach truthfulness but a lie is not just merely manipulation of words, it has also to do with one's conscience and intentions.

There are several examples in life when an act of lying is not immoral. Example:-

- ① A small child telling a lie under fear and panic ~~or just~~ ~~bec~~ ~~of~~ elders or just because he does not know it's not good to lie.
- ② A poor man stealing money and lying to police that he did not steal as he wanted to save his hospitalized mother.

③ A soldier lying and ~~mis~~ telling misleading truth to terrorists while being held captive and being interrogated.

What we actually need to analyze is that the ethicality of telling a lie as sometimes though a lie can be moral, it can be unethical.

4. (b) Bring out the difference between Attitude and Aptitude. What type of attitude is expected of civil servants in India, in your view? **(150 words) 10**

अभिवृत्ति और अभिरुचि के मध्य अंतर स्पष्ट कीजिए। आपके विचार से, भारत में सिविल सेवकों से किस प्रकार की अभिवृत्ति की अपेक्षा की जाती है?

5. (a) How can one use Gandhiji's talisman for resolving ethical dilemmas in day-to-day life? **(150 words) 10**

आप दैनिक जीवन में नैतिक दुविधाओं का समाधान करने के लिए गांधीजी के जंतर का उपयोग कैसे कर सकते हैं?

5. (b) People's attitudes are shaped by their social experience and circumstances. Discuss with examples. (150 words) 10

लोगों के सामाजिक अनुभव और परिस्थितियां, उनकी अभिवृत्तियों को आकार प्रदान करती हैं।
उदाहरणों के साथ चर्चा कीजिए।

Attitude is basically how we interact our surroundings, nature of our reaction, our perception to society and a general responsiveness to people who interact.

Attitude is something we form through our experiences right from our interactions since our childhood shaping our perception and outlook. Parents, school, peer, media - all and society - all are responsible for creating an attitude. People with good attitude are progressive in nature and have a constructive outlook for society while people with a bad attitude are regressive in nature with destructive nature.

Consider two orphaned teenage boys. One is adopted by a philanthropist while the other struggles to survive on streets. The former gets proper education, builds a humble perception, studies well, gets good marks, earns a good college education and decides to start an NGO that funds and adopts other lost orphan children so that they can get same benefit as him. The

latter brother survives on streets by theft, robberies, illegal activities and grows up to become a criminal or mafia who people fear.

Hence, it is our circumstances that shape our attitude and as far as possible, we should choose the path that show potential development of ours and society.

6. Explain the following terms with suitable examples.

(10)

उपयुक्त उदाहरणों के साथ निम्नलिखित पदों को स्पष्ट कीजिए।

(a) Beliefs

विश्वास

(b) Values

मूल्य

(c) Norms

मानदंड

(d) Principles

सिद्धांत

(e) Morals

नैतिकता

a) Beliefs - It means that one has put his trust and faith in something or someone and counts on it.

Example - People's belief in Hinduism that it is their way of life and will bring happiness and satisfaction in their life.

b) Values - These are types of morals a person believes in. Values decide the nature of actions and thoughts of a person. A good values are honesty, truthfulness, helpfulness, empathy, integrity, etc. Violence, dishonesty, greed are not good values.

Examples - A rich entrepreneur donating clothes to poor in winters - value of charity

c) Norms - These are practices that come to be accepted by a group or a society over time.

Example - While one can become civil servant by self study, it has become a norm to go to delhi and do coaching for atleast an year.

d) Principles - These are the guiding values or ends of an institution or a person. but ~~are not~~ code may/may not be codified.

Example - Non violence and truthfulness of Gandhiji and his followers were their guiding principles which eventually got us our independence.

e) Morals - These are the our subconscious guidelines which help us take right decisions and shape our attitudes and values. They help a person to distinguish between right and wrong.

Example - Indian philosophy of 'Atthiti Devo Bhava' is an example of good morals and by treating guests like gods.

7. Though utilitarianism is one of the most influential moral theories, it is criticized on many grounds. Discuss. (150 words) 10

यद्यपि उपयोगितावाद सर्वाधिक प्रभावशाली नैतिक सिद्धांतों में से एक है, तथापि इसकी कई आधारों पर आलोचना की जाती है। चर्चा कीजिए।

The basic premise of moral theory of utilitarianism is going by choice which have "Greatest Good of greatest numbers".

The first and foremost criticism is that this theory clearly neglects the other possible choices which too could have been morally correct. Though one choice may benefit one and many, it may also make the minority suffer.

8. What are the various types of ethical dilemmas faced by a civil servant in India? Highlight the key elements of strategies used to resolve these dilemmas. (150 words) 10

भारत में एक सिविल सेवक द्वारा सामना की जाने वाली विभिन्न प्रकार की नैतिक दुविधाएं क्या हैं? इन दुविधाओं का समाधान करने के लिए उपयोग की जाने वाली रणनीतियों के प्रमुख तत्वों पर प्रकाश डालिए।

Public service is a job where one often is faced with ethical dilemmas between two right or two wrong decisions and must choose and make a decision.

There are several types of ethical dilemmas faced like :-

- ① Private and professional ethics
- ② Morals and ethics
- ③ Between two morally right decisions.
- ④ whistleblowing and corruption

However, civil servants use several strategies to deal with them such as:-

- ① Choosing a middle path
- ② Applying principles of utilitarianism and going by choice of greatest good.
- ③ Choosing a way of morality
- ④ Going by choice which would definitely benefit public

Hence, using these, some ethical dilemmas may resolve but it is usually the decision making ability that saves the situation.

SECTION – B

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

निम्नलिखित प्रश्नों में, प्रस्तुत किए गए प्रकरणों का ध्यान से अध्ययन कीजिए और फिर आगे आने वाले प्रश्नों का उत्तर दीजिए (लगभग 250 शब्दों में):

9. You have joined as a reporter in a newly launched news channel. This choice was based on the assurance given by channel's management that it would emerge as the voice of the downtrodden. While working on various assignments, you reported political incidents and covered national stories as instructed by the organization. But later you come to know that the channel was targeting particular individuals, rather than serving its stated mission. The reporters were also pressurised to go out of the way to accomplish the organisation's wishes. Given the economic slowdown, most reporters complied with these directives. Some who left the job, also did not blow the whistle against the organisation fearing lack of other employment opportunities. Recently, you have also been assigned a similar task by the organisation. In this context,

(a) Identify the various ethical issues involved in this case.

(b) You tried to convince the management to change its functioning and work as per its assurance given earlier but to no avail. In such a scenario, consider the options given below:

1. Follow the task given by the organisation.
2. Work with other reporters in protest against the organisation's actions.
3. Leave the job
4. Blow the whistle on the organisation's working.

Evaluate the merits and demerits of each of these options and suggest your preferred course of action, giving reasons. (20)

आप हाल ही में लांच एक समाचार चैनल से संवाददाता के रूप में जुड़े हैं। यह चयन चैनल प्रबंधन द्वारा दिए गए इस आश्वासन पर आधारित था कि वह दबे-कुचलों की आवाज बनकर उभरेगा। विभिन्न कार्यभारों पर काम करते हुए, आपने संगठन के निर्देशानुसार राजनीतिक घटनाओं की रिपोर्टिंग की और राष्ट्रीय खबरों को कवर किया। लेकिन, बाद में आपको पता चलता है कि चैनल अपने बताए गए मिशन पर चलने की बजाए विशेष व्यक्तियों को निशाना बना रहा था। संवाददाताओं पर भी संगठन की इच्छा पूरी करने हेतु अतिरिक्त दबाव बनाया जाता था। आर्थिक स्लोडाउन को देखते हुए अधिकांश संवाददाताओं ने इन निर्देशों का पालन किया। नौकरी छोड़ने वाले कुछ लोगों ने रोजगार के अन्य अवसरों के अभाव के डर से संगठन के विरुद्ध आवाज नहीं उठाई। हाल ही में, आपको भी संगठन द्वारा इसी प्रकार का एक कार्यभार सौंपा गया है। इस संदर्भ में,

- (a) इस प्रकरण में सम्मिलित विभिन्न नैतिक मुद्दों की पहचान कीजिए।
- (b) आपने प्रबंधन को अपनी कार्यशैली में परिवर्तन लाने और पूर्व में दिए गए आश्वासन के अनुसार कार्य करने के लिए समझाने का प्रयास किया, लेकिन कोई लाभ नहीं हुआ। ऐसे परिदृश्य में, नीचे दिए गए विकल्पों पर विचार कीजिए:
1. संगठन द्वारा दिए गए कार्यभार का पालन करेंगे।
 2. संगठन के कार्यकलापों के विरोध में अन्य संवाददाताओं के साथ काम करेंगे।
 3. नौकरी छोड़ देंगे।
 4. संगठन की कार्यशैली पर आवाज उठाएंगे।
- इनमें से प्रत्येक विकल्प के गुणों एवं दोषों का मूल्यांकन कीजिए और कारण बताते हुए, अपनी अधिमानित कार्यवाही का सुझाव दीजिए।

a) Ethical issues regarding different stakeholders:-

① Newschannel - should have become voice of down trodden but misuse of position for biasness and partisanship. Not remaining true to objective.

② Reporters - They submit to unethical practice under pressure of job loss and income insecurity. They are compelled to follow an unethical and immoral path.

③ He as reporter - the current scenario against my objective and promise of company. I can continue too see this or wish my job.

④ Society as a whole - Being faced by harsh realities of lockdown and economic slowdown, it is also misled and mis-informed and certain people being taken advantage of.

b) The merits and demerits of choices are

1. Follow task given by organization

Merits - Job security, building of trust in news company

Demerit - i) I might be further subjected to become instrument of unethical practices.

ii) In event of exposure of scandal, I too might be prosecuted and face unemployment

iii) I will be seen as supporter of targeting individuals

2. Work with other reporters in protest against Organisation's actions

Merits - It might build pressure on company to stop targeting people and follow stated objective

i) It might put fear in company of mass whistle-blowing

Demerits

1) It is unlikely that other reporters might want to work due to fear of unemployment.

2) Other reporters might complain about me and I could be the only victim

3) News company could actually kick everyone out and all would face unemployment because of me.

3. Leave the jobMerit

- 1) I will be free from ~~another~~ being taken undue advantage of
- 2) I can work independently to expose the news channel

Demerit

- 1) Job loss, income loss during economic slowdown

4. Blow the whistle on Organization's workingmerits

- 1) Exposure of unethical practice of organization
- 2) If channel ^{to public} apologizes, it can get back on right track

Demerits

- 1) I might be another target of news channel
- 2) Job loss and income loss

I would choose to blow the whistle on Organization due to following reasons:-

- ① This goes against my conscience of helping the downtrodden. &
- ② Any other action would lead to belief that I tolerate company's action to some level and they might not improve
- ③ The journalism is a type of public service by providing correct information and targeting individuals is against my work ethics

- (4) Bowing down to benefit of some, I would be subduing benefit of many.
- (5) These are difficult times and wrongfully targeting individuals is against my values of helpfulness, empathy and honesty.

10. You are the District Magistrate of a hilly district, which has recently been struck by flash floods and landslides causing supply routes to be cut off. It is brought to your notice that shopkeepers in the area are taking advantage of the situation by exorbitantly increasing the prices of various goods. One example is the case of a dhaba charging Rs. 250 for a paratha citing supply constraints. Others have also been reported to be charging exorbitant prices for transportation and other services. Given the difficult situation, there have also been issues of law and order where people have resorted to picketing of shops in retaliation to the increased prices. On enquiring, representatives of shopkeepers argue that since supply is constrained, prices are bound to increase. They further argue that higher prices are, in fact, helpful in ensuring judicious use of goods and services that are most urgently needed during emergencies.

(a) Identify the various issues from the perspective of different stakeholders involved.

(b) What will be the course of action you will undertake? Justify your stand with relevant arguments. (20)

आप एक ऐसे पहाड़ी जिले के जिलाधिकारी हैं, जो हाल ही में आई आकस्मिक बाढ़ और भूस्खलन से प्रभावित हुआ है, जिसके कारण आपूर्ति मार्ग बाधित हो गए हैं। आपको अवगत कराया जाता है कि क्षेत्रीय दुकानदार विभिन्न वस्तुओं की कीमतों में भारी वृद्धि करके इस स्थिति का लाभ उठा रहे हैं। इसका एक उदाहरण आपूर्ति की अड़चनों का हवाला देते हुए एक ढाबे द्वारा एक परांठे के लिए 250 रुपये वसूलने का मामला है। अन्य लोगों द्वारा भी परिवहन और अन्य सेवाओं के लिए अत्यधिक कीमत वसूलने की सूचना मिली है। इस कठिन स्थिति को देखते हुए कानून व्यवस्था के मुद्दे भी सामने आए हैं, क्योंकि लोगों ने बढ़ी हुई कीमतों के विरोध में दुकानों पर धरना-प्रदर्शन का सहारा लिया है। पूछताछ करने पर दुकानदारों के प्रतिनिधियों ने तर्क दिया कि आपूर्ति बाधित होने के चलते कीमतें बढ़ना स्वाभाविक है। वे आगे तर्क देते हैं कि वास्तव में, ऊँची कीमतें वस्तुओं और सेवाओं का विवेकपूर्ण उपयोग सुनिश्चित करने में सहायक हैं, जिनकी आपात स्थिति के दौरान सर्वाधिक तत्काल आवश्यकता होती है।

(a) इसमें सम्मिलित विभिन्न हितधारकों के दृष्टिकोण से भिन्न-भिन्न मुद्दों की पहचान कीजिए।

(b) आप कौन-सी कार्यवाही करेंगे? प्रासंगिक तर्कों के साथ अपने रुख का औचित्य सिद्ध कीजिए।

a) A natural disaster is a very stressful situation for all and to take rational steps, it is necessary that situation must be understood well. The stakeholders are:—

① Disaster struck people - They have been subjected to loss of life and property and in turn they are taken advantage of their helpless situation. This is intolerable to them and resort to picketing of shops.

② Shopkeepers - They see a profit in this disaster and seek to capitalize on human sufferings. This is an unethical practice and is against humanism.

③ We as District Magistrate - The issue of handling a disaster by providing relief and rehabilitation to the victims and issue of rising prices and emerging law and order situation.

④ Society as whole - In case of a disaster, rest of unaffected nation must show sympathy for victims and must contribute and donate appropriately for victims.

b) My course of action will be as follows:—

① Taking steps to immediately restoring the supply chain and make sure there is no shortage of essential commodities.

- ② Requesting the state officials to send in relief supplies of food, clothes and medicines and mobilize disaster response forces in its distribution
- ③ Strictly enforcing essential commodities act and urge the shopkeepers and transport operators to provide essential commodities at appropriate prices and have spirit of humanism and helpfulness.
- ④ Mobilizing extra transportation unit of officials to serve as ad-hoc relief vehicles and strict vigilance on prices of transportation
- ⑤ Deploying police personnel to enforce law and order and ensure people that they won't be charged higher prices and any aggrieved person can complaint directly to him.

Justification

- ① In times like disaster or law and order problem, mental stress to people is far more hurtful than physical.
- ② Nobody should be taken advantage during their time of suffering as I firmly believe in values like empathy and compassion

③ Selling goods at high prices is against the law and strict enforcement of law is my duty as public servant.

④ Hence, through these steps, as a District Magistrate I will try to ensure that people should not suffer more than they already have.

11. Recently in the wake of the coronavirus pandemic (COVID-19), we saw instances of healthcare systems being overwhelmed. Moreover, certain moral and ethical dilemmas faced by frontline workers in healthcare came to light. These dilemmas mainly pertained to limited medical resources, decisions about whom to treat in such cases, rationing of 'care', and prioritisation of patient treatments. For instance, certain countries like Italy, reluctantly supported rationing by age. These difficult questions on allocation of scarce resources and decision making by doctors - have received extensive consideration at multiple levels, and is now being considered as a serious subject to ponder over in public health morality.

In light of the situation:

(a) Give arguments both in favor and against measures like rationing by age given the overwhelmed healthcare system.

(b) Identify the principles that should guide healthcare workers facing such dilemmas in difficult times. (20)

हाल ही में कोरोना वायरस महामारी (कोविड-19) के आलोक में, हमने स्वास्थ्य देखभाल प्रणालियों के अत्यधिक भार से ग्रसित होने के उदाहरण देखे। इसके अतिरिक्त, स्वास्थ्य देखभाल में अग्रिम पंक्ति के कार्यकर्ताओं द्वारा सामना की गई कुछ नैतिक और नीतिशास्त्रीय दुविधाएं प्रकाश में आईं। ये दुविधाएं मुख्य रूप से सीमित चिकित्सीय संसाधनों, ऐसे मामलों में यह निर्णय लेना कि किसका उपचार किया जाए, नियंत्रित 'देखभाल' (राशनिंग ऑफ़ केयर) और रोगी उपचार की प्राथमिकता से संबंधित थीं। उदाहरण के लिए, इटली जैसे कुछ देशों ने अनिच्छा से आयु अनुसार राशनिंग का समर्थन किया। दुर्लभ संसाधनों के आबंटन और चिकित्सकों द्वारा निर्णय निर्माण के संबंध में इन दुष्कर प्रश्नों पर कई स्तरों पर व्यापक विचार प्राप्त हुआ, और अब इसे सार्वजनिक स्वास्थ्य नैतिकता में मंथन करने के लिए एक गंभीर विषय माना जा रहा है।

इस स्थिति के आलोक में:

(a) स्वास्थ्य देखभाल प्रणाली के अत्यधिक भार से ग्रसित होने को देखते हुए, आयु अनुसार राशनिंग जैसे उपायों के पक्ष और विपक्ष में तर्क दीजिए।

(b) कठिन समय में ऐसी दुविधाओं का सामना कर रहे स्वास्थ्य देखभाल कर्मियों का मार्गदर्शन करने वाले सिद्धांतों की पहचान कीजिए।

It is true that the pandemic ~~was~~ is a really difficult time for all of us especially frontline workers like doctors, nurses, police, etc

The basis of method of treatment, like rationing by age has following points: -

Argument in favor

- ① Old age people ~~are~~ ^{are} considered as a vulnerable group
- ② They exhibit higher mortality rate on being subjected to virus.
- ③ As a society is it our responsibility and respect towards our old aged demography

The term rationing by age means providing healthcare aid to the most vulnerable section of population first i.e. senior citizens and putting teenagers, adults and middle aged category of people at lower category. The arguments regarding the treatment are as follows: -

Arguments in favor

- ① Old aged group is considered as vulnerable group and is more susceptible to getting infected
- ② They exhibit higher mortality rate and only timely treatment can help save their lives.

③ As a mature society, it is our responsibility and respect towards our old aged demography

Arguments against:

① They should not be prioritized in case a younger patient is in a much more ~~senior~~ serious condition than him/her.

②

b) Given the restricted medical resources and large population to treat, the guiding principles should be -

① Rationality - Giving treatment to ones who are in most serious condition

② Humanism - Understanding people's need and treating patients with utmost care and give best effort

③ Commitment to work - Doctors and healthcare workers should do their duty selflessly as it is the duty of their job.

④ Integrity - The ability to hold their ground and take their decisions based on just and good values

⑤ Compassion and Empathy - COVID 19 pandemic has took a many people to hospital beds

and this extra ordinary situation must
not be taken advantage of.

12. You are posted as a District Magistrate in your home state. Recently, rumours have started doing rounds in your office regarding your closeness with one of the businessmen in your district who happens to be your close childhood friend. The basis of the rumours is an expensive motorbike that he has gifted to your son on his birthday. Although exchange of gifts has been happening between his family and yours for many years, but this year, it has caught public eye owing to your posting in the same district.

In this context, answer the following:

- (a) Highlight the difference between an acceptable gift and a bribe for a civil servant.
- (b) Give an account of the ethical issues present in the given case.
- (c) What would be your course of action in this scenario?
- (20)

आप अपने गृह राज्य में एक जिलाधिकारी के रूप में तैनात हैं। हाल ही में, आपके जिले में एक व्यवसायी जो आपका बचपन का घनिष्ठ मित्र हुआ करता था, उसके साथ आपके निकट संबंध के बारे में आपके कार्यालय में अफवाहें फैलने लगीं। इन अफवाहों का आधार एक महंगी मोटरबाइक है जिसे उसने आपके बेटे को उसके जन्मदिन पर भेंट किया था। हालांकि, कई वर्षों से आपके परिवार और उसके परिवार के बीच उपहारों का आदान-प्रदान होता रहा है, तथापि इस वर्ष उसी जिले में आपकी तैनाती के कारण इसने जनता का ध्यान आकर्षित किया है।

इस संदर्भ में, निम्नलिखित का उत्तर दीजिए:

- (a) एक सिविल सेवक के लिए स्वीकार्य उपहार और रिश्तत के बीच अंतर पर प्रकाश डालिए।
- (b) दिए गए प्रकरण में विद्यमान नैतिक मुद्दों का विवरण दीजिए।
- (c) इस परिदृश्य में आपकी कार्यवाही क्या होगी?

a) While accepting physical possessions from someone may not always constitute a bribe, it is essential to the difference between bribe and acceptable gifts.

Acceptable Gift

- 1) It is legal in the eyes of law and is permitted by the authority
- 2) It is usually something that is symbolic or if exceeds a certain value might need permission of state.
- 3) It is usually presented as a honor or special occasion
- 4) The rules and regulations defining the scope of acceptable gifts are clearly codified.

Bribe

- 1) It is illegal and is punishable. It is prohibited to accept or demand a bribe by law.
- 2) It usually is in monetary or in terms of favor or such that it has a high value.
- 3) It is exchanged as a favor or an incentive to complete certain task.
- 4) Bribes are forms of corruption and leads to erosion of trust in public offices.

9) ~~The issue here is~~ The issue here is about personal and professional ethics. While governance ethics and ethics of public administrators compels them to refrain from accepting any form of gift as it may affect decision making and being biasness while at the same time maintaining a friendship with childhood friend. Though intention of accepting gift is personal and not immoral however, it is seen as being influenced to accept bribe.

c) The course of action is as follows:-

- ① Return the expensive bike back to my childhood friend politely and explain him complexity of situation
- ② seeking government permission in future if I have to accept any gifts.
- ③ Request authorities to transfer me from my home district to prevent any such future controversy.
- ④ Disclose my assets to the public along with their source to ensure Transparency.

I believe in this course of action because I value though I value my childhood friendship, my sense of duty to public service is stronger than personal bonds. For me honesty and integrity are utmost important and as bound by ethics of public administration, I am not bound to accept expensive gifts that could cloud my judgement in the future.

13. It has been argued that ethics in journalism is on a downward spiral. This is most evident in the case of media trials. There are glaring instances of yellow journalism, wherein the media bothers little about authenticity of sources, and sensationalises news to increase TRPs and gain more audience. At times, the electronic media in particular, has been found to be functioning as parallel courts, indulging in direct allegations and public vilification of the accused. In this context:

(a) Discuss the various issues associated with yellow journalism.

(b) What principles, in your view, need to be followed to make sure that media glare does not turn into a media trial? (20)

यह तर्क दिया जाता है कि पत्रकारिता में नीतिशास्त्र (एथिक्स) पतनोन्मुख है। यह मीडिया ट्रायल के मामले में सर्वाधिक सुस्पष्ट है। येलो जर्नलिज्म (पीत पत्रकारिता) के अनेक ज्वलंत उदाहरण हैं, जहाँ मीडिया स्रोतों की प्रामाणिकता के संबंध में शायद ही कष्ट उठाता है, तथा टीआरपी बढ़ाने और अधिक दर्शक प्राप्त करने के लिए समाचारों को सनसनीखेज बनाता है। कई बार, विशेष रूप से इलेक्ट्रॉनिक मीडिया को समानांतर न्यायालय के रूप में कार्य करने वाला पाया गया है, जो सीधे आरोप लगाने और अभियुक्तों की सार्वजनिक निंदा में लिप्त होता है। इस संदर्भ में:

(a) पीत पत्रकारिता से जुड़े विभिन्न मुद्दों की विवेचना कीजिए।

(b) आपके विचार से किन सिद्धांतों का पालन किए जाने की आवश्यकता है ताकि यह सुनिश्चित किया जा सके कि मीडिया की चकाचौंध मीडिया ट्रायल में न बदल जाए?

a) As seen recently in example of Republic TV, the issue of Yellow Journalism is on the rise.

While media plays an imp role in today's society in forms like news channel, social media, news apps, newspapers, so much so that it is also sometimes called Fourth Pillar of democracy that functions in form of information dissemination, reporting of events and checks and balances on Government. Yet, the journalism ethics are often violated.

for monetary gains and favouritism.

The various issues related are as follows:-

- ① They take advantage of their foothold within the public and get carried away by the power.
- ② The issue of public manipulation at the cost of a marginalized person or group.
- ③ media trials eroding and violating rule of law and principles of Natural justice
- ④ People are misled, proliferation of fake news.
- ⑤ Fail to stand up to their objective of providing factually correct information to public and thus erodes public trust.
- ⑥ Their acting as parallel courts ^{erodes} ~~erodes~~ trust in ~~our~~ national courts and ~~makes~~ manipulates public in ~~being~~ believing into a story.
- ⑦ The victims of media trials face societal sanction, discrimination due to bad public image.

However, the principles that media should be guided by are as follows:-

- ① Public service - though not sanctioned formally by government, journalists must know that providing correct information to public is their duty.
- ② Honesty and integrity - The current manipulation of TRP, media trials and sensationalization shows what dishonesty and lack of integrity can lead to hence these are important principles.
- ③ professional ethics - The ethics in media prescribe for working in a manner to elevate the status of downtrodden.
- ④ Authenticity - the news displayed or communicated must also provide authentic sources to viewers with all relevant facts and details.
- ⑤ Fundamental Rights of Citizens - media must understand that citizens have the right to be informed under Art 21 and manipulation of facts could land them in court. Hence providing honest journalism is like their fundamental duty.

14. India is one of the biggest fairness product markets in the world. A number of firms produce, advertise and sell fairness creams, marketed mainly as whitening products in the country. At the same time there have been many debates on this issue, particularly in recent times, with many arguing that such advertisements should be banned altogether.

In this context, answer the following:

- (a) What are the ethical issues involved in advertising of fairness products?
- (b) Highlight the consequences of preference for light-skinned people in a society like India?
- (c) Do you think such issues are better tackled at the societal level rather than regulating advertisements through legal and administrative measures? (20)

भारत गोरा बनाने के उत्पादों (फेयरनेस प्रोडक्ट) के विश्व के सबसे बड़े बाजारों में से एक है। कई फर्मों ऐसी फेयरनेस क्रीम का उत्पादन, विज्ञापन और बिक्री करती हैं, जिनका मुख्य रूप से देश में गोरा बनाने के उत्पादों के रूप में विपणन किया जाता है। इसके साथ ही विशेष रूप से हाल के दिनों में इस मुद्दे पर कई बहसें हुई हैं, जिसमें अधिकतर का तर्क है कि ऐसे विज्ञापनों पर पूरी तरह से प्रतिबंध लगा दिया जाना चाहिए।

इस संदर्भ में, निम्नलिखित का उत्तर दीजिए:

- (a) गोरा बनाने के उत्पादों के विज्ञापन में सम्मिलित नैतिक मुद्दे क्या हैं?
- (b) भारत जैसे समाज में गोरी त्वाचा वाले लोगों के लिए बरीयता के परिणामों पर प्रकाश डालिए?
- (c) क्या आप मानते हैं है कि कानूनी और प्रशासनिक उपायों के माध्यम से विज्ञापनों को विनियमित करने के बजाए सामाजिक स्तर पर ऐसे मुद्दों को बेहतर तरीके से निपटा जाता है?

a) With the boon of social media, lot of awareness has been generated among people regarding the issue of fairness creams and its advertising. The

The ethical issues involved are as follows:—

- ① This is a strategy to promote trend of consumerism, using differences in physical aspects to promote market among one section of people and capitalizing through misleading agenda.
- ② Branding Western concept of fairness among Indians is ethically wrong as being brown or dark is natural adaptation of Indians and is portrayed like a bad trait.
- ③ Such advertising has bad effect on society as it degrades status of brown people, they are not treated fairly and equally. Hence dark people face self respect issues in schools, relationships, marriages.

b) The consequences for preferring light-skinned people in India are -

- ① In marriages, color of a boy/girl matters more than talents and qualification and personal qualities. Due to this dark skinned people develop inferiority complex.
- ② In schools and colleges, there is discrimination based on color and this develops lot of stress and negative feelings in children and peers.
- ③ This develops a norm that fair-skinned ~~white~~ people are better and people start changing their standard of beauty.

c) ~~Though~~ Tackling this issue requires both:-
Societal level.

Though prevalence of such issue are evidence of an immature society that lacks tolerance and compassion. However, measures like ① education can help to solve the issue in long term by making education more humanistic than mechanical.

② Spreading awareness about biological and genetic make-up of Indians and how we are superior in our own ways.

③ Discouraging and unpopularising discriminating behavior

Regulating Advertisements

This is a relatively short term measure. Instead of fair skinned promoting commercials, we can promote ads that exhibit people from all walks of life promoting Indian diversity instead and appreciating it.