



GENERAL STUDIES (TEST CODE: 1249)

Name of Candidate	Y. MEGHA SWAROOP		
Medium Eng./Hindi	ENGLISH	Registration Number	578108
Center	OLD RAJINDER NAGAR	Date	07/09/2019.

INDEX TABLE

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

Total Marks Obtained:

Remarks:

INSTRUCTIONS

- Do furnish the appropriate details in the answer sheet (viz. Name, Registration Number and Test Code).
उत्तर पुस्तिका में सूचनाएं भरना आवश्यक है (नाम, प्रश्न-पत्र कोड, विद्यार्थी क्रमांक आदि)।
- There are **FOURTEEN** questions printed in **ENGLISH & HINDI** इसमें चौदह प्रश्न हैं अंग्रेजी और हिन्दी में छपे हैं।
- All questions are compulsory.**
सभी प्रश्न अनिवार्य हैं।
- The number of marks carried by a question/part is indicated against it.
प्रत्येक प्रश्न/भाग के अंक उसके सामने दिए गए हैं।
- Answers must be written in the medium authorized in the Admission Certificate, which must be stated clearly on the cover of this Question-Cum-Answer (QCA) Booklet in the space provided. No marks will be given for answers written in medium other than the authorized one.
प्रश्नों के उत्तर उसी माध्यम में लिखे जाने चाहिए जिसका उल्लेख आपके प्रवेश पत्र में किया गया है और उस माध्यम का स्पष्ट उल्लेख प्रश्न-सह-उत्तर (क्यूसीए) पुस्तिका के मुख्य पृष्ठ पर अंकित निर्दिष्ट स्थान पर किया जाना चाहिए। उल्लिखित माध्यम के अतिरिक्त अन्य किसी माध्यम में लिए गए उत्तर पर कोई अंक नहीं मिलेंगे।
- Word limit in questions, if specified, should be adhered to.
प्रश्नों में शब्द सीमा, जहाँ विनिर्दिष्ट है, का अनुसरण किया जाना चाहिए।
- Any page or portion of the page left blank in the Question-Cum-Answer Booklet must be clearly struck off.
उत्तर पुस्तिका में खाली छोड़ा हुआ पृष्ठ या उसके अंश को स्पष्ट रूप से काटा जाना चाहिए।

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

Plot No. 857, 1st Floor, Banda Bahadur Marg (Opp Punjab & Sindh Bank), Dr. Mukherjee Nagar
Delhi- 110009

EVALUATION INDICATORS

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

Overall Macro Comments / feedback / suggestions on Answer Booklet:

1.

2.

3.

4.

5.

6.

All the Best

SECTION – A

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

1. (a) What do you understand by cultural sensitivity? Identify the ways in which individuals and organisations can benefit from cultural sensitivity in India. (10)

आप सांस्कृतिक संवेदनशीलता से क्या समझते हैं? उन रीतियों की पहचान कीजिए जिनसे भारत में व्यक्ति और संगठन सांस्कृतिक संवेदनशीलता से लाभान्वित हो सकते हैं।

Cultural Sensitivity means having sensitivity towards different cultures, traditions, norms, beliefs. It signifies Scientific temperance and brotherhood.

Cultural Sensitivity ↔ Individuals

- Individuals will become broad minded receptive to different cultures
- It makes them appreciate different cultures, take good values from different cultures and also reject bad values of one's culture.
- It will lead to communal harmony and shared prosperity.
- Individual horizon of views will expand and he can take rational decisions.

organisations ↔ cultural sensitivity

- organisations will become more diverse
- Diverse ideas will lead to more refined ideas and innovation, which can promote organisational interests.
- Reputation of organisation increases among the society and Social capital of the organisation increases which benefits it in long run

Cultural Sensitivity is needed in a multi-diverse and multi-cultural society like India for shared prosperity and peace and harmony.

1. (b) In the quest for scientific and technological development, ethical values should not be neglected. Discuss in the current context. (10)

वैज्ञानिक और तकनीकी विकास की तलाश में, नैतिक मूल्यों की उपेक्षा नहीं की जानी चाहिए।
वर्तमान संदर्भ में चर्चा कीजिए।

'Science without morals' is one of
the seven sins of Gandhiji.

→ Biotechnology is revolutionary technology;

these days we are seeing advancements like
gene editing, gene sequencing so that
genetic diseases could be better
understood and cured, but the debate on
ethics arises when it is used to create
designer babies.

→ GM crops are beneficial ~~for~~ as they
have good yield but due to companies
like Monsanto charging exorbitant prices on
seeds shows that ethical values should not
be neglected.

→ Nuclear ^{Energy} advancements are increasing
becoming popular due to its Energy
generation potential, and clean source of Energy,

but compromise of Ethics is making the same energy to be used in making more nuclear weapons.

→ Neglect of Ethics in cyber space led to cyber crimes.
It is said that Science and technology are amoral and it is the human who gives values to it, thus it is imperative to give right values over benefit of humankind.

2. (a) In a plural society like India, education should help the individual to celebrate the plurality and visualize the inherent unity of cultures and values. Analyze the statement in the present context with examples. (10)

भारत जैसे एक बहुलवादी समाज में, बहुलता की प्रशंसा करने एवं संस्कृतियों व मूल्यों की अंतर्निहित एकता का दिग्दर्शन करने में शिक्षा को व्यक्ति की सहायता करनी चाहिए। उदाहरण सहित वर्तमान संदर्भ में इस कथन का विश्लेषण कीजिए।

India is multi-diverse and multi-cultural society. It has religious, linguistic, Ethnic and regional diversity.

→ Education should make us realise that core of all religions is Empathy, Selflessness and unconditional love and it is only on the peripheries that they differ. That Education would not have led to Goda riots, Muzafarnagar riots, Dadri lynching.

→ Education should make us realise that the all human beings have dignity and all are born equal and it would not have led to division of society on the basis of caste and would have prevented honour killings.

→ Education will make us appreciate the diversity of languages India has (>200 major languages, ~1600 dialects, 22 8th schedule language), rather ~~rather~~ ^{than} fighting over language issues and imposition of Hindi

That kind of highest Education is needed for an individual to appreciate the vibrant culture of India and makes India into a vibrant country .

2. (b) Elucidate Swami Vivekananda's ideas on nationalism.

(10)

राष्ट्रवाद पर स्वामी विवेकानंद के विचारों का विशदीकरण कीजिए।

"Swami Vivekananda" was a spiritual leader, 19th century reformer and an inspiration for Youth.

for Swami Vivekananda Nationalism is the one which is based on moral values such as

- Compassion
- Respect and Dignity.
- Empathy
- Tolerance and Brotherhood
- Rationality
- Enlightened Self-interest.

He believed on collective living and living in sync with nature i.e Sustainable living.

3. Given below are quotations of moral thinkers/philosophers. Bring out what they mean to you in the present context:

नीचे नैतिक विचारकों/दार्शनिकों के उद्धरण दिए गए हैं। स्पष्ट कीजिए कि वर्तमान संदर्भ में आपके लिए उनके क्या मायने हैं:

(a) The best way to find yourself is to lose yourself in the service of others.
Mahatma Gandhi (10)

स्वयं को खोजने का सबसे अच्छा तरीका यह है कि आप स्वयं को दूसरों की सेवा में खो दें -
महात्मा गांधी

3. (b) So long as you do not achieve social liberty, whatever freedom is provided by the law is of no avail to you. B.R. Ambedkar (10)

जब तक आप सामाजिक स्वतंत्रता प्राप्त नहीं कर लेते, तब तक कानून द्वारा प्रदत्त स्वतंत्रता का आपके लिए कोई मायने नहीं है - डॉ. बी. आर. आम्बेडकर

without social liberty, economic and political liberty are meaningless :-

- SC/ST reservation in Panchayats has made them politically empowered, but problem of proxy ~~voter~~ candidates is still there, mindsets of people regarding caste is still the same.
- lower caste people though economically empowered are not getting rented apartments to live due to caste prejudices
- Honour killings are happening due to lack of social liberty.
- ~~As~~ we have "prevention of atrocities against SC/STs", "protection of civil rights" act" but still seeing instances of chappal gaslanding -

Thus social liberty is prerequisite along with political and economic empowerment to bring about change in the society.

4. (a) Explaining the concept of moral attitude, discuss how social media is shaping moral attitudes of people. (10)

नैतिक अभिवृत्ति की अवधारणा को समझाते हुए, चर्चा कीजिए कि सोशल मीडिया लोगों की नैतिक अभिवृत्ति को कैसे आकार दे रहा है।

Moral attitude is predisposition to act in a certain matter (positive, negative, neutral) when faced an object (person, thing, place) based on certain morals associated with the individual.

for ex:- An individual may hold truth as moral and thus his moral attitude when met with injustice is speaking truth against injustice.

Social media ↔ Moral attitude

- Anonymity that the social media provides is leading to instances like bullying, stalking.
- People are getting aware about different cultures worldwide, thus changing their moral attitudes. They are able to exchange ideas with different type of people.

- It is also leading to concept of constructed happiness (finding happiness online rather than in human relations),
- Becoming emotional to false propaganda and rumors, which are spread through social media in this post-truth world. Rationality is decreasing when dealing with such rumors.

Ex:- few students were beaten up in a village ^{in Karnataka} over suspicion of child kidnappers which got circulated in WhatsApp.

It is necessary for Ethics in social media to inculcate good morals and shun bad ones to develop positive moral attitudes.

4. (b) Analyse the importance of both influence and persuasion for effective leadership. (10)

प्रभावकारी नेतृत्व के लिए प्रभाव और अनुनय, दोनों के महत्व का विश्लेषण कीजिए।

A leader is the one who leads his followers from ~~the~~ behind, ahead and by standing aside them. It means he is a source of inspiration, problem solver, friend, guide and philosopher.

For an Effective leadership both Influence and Persuasion are needed:

→ with Influence a leader could promote positive values in the followers.

Ex:- Amitabh Bachchan in polo vaccine promotion ads

→ A leader could influence the behaviour by "Being the change he wants to see".

→ Persuasion is equally important, as with persuasion he can boost the morale of the followers and change their negative behaviour.

Ex:- Rahul Dravid in anti-smoking ads.

→ with persuasion he could better form a team and lead with high Emotional Intelligence.

Due to Influence and Persuasion skills M S Dhoni could become a good captain for Indian cricket team and could lead India to win world cup in 2011.

5. (a) Analyze the significance of adopting a code of ethics for creating a healthy work culture in an organization. (10)

किसी संगठन में एक स्वस्थ कार्य संस्कृति के मृजन हेतु आचार संहिता को अपनाने के महत्व का विश्लेषण कीजिए।

Code of Ethics is a code which promotes the ethical values and the ones which needed to be adhered to in an organisation when taking decisions or faced with Ethical Dilemma.

Significance :-

- It prescribes Integrity, honesty, professionalism, Empathy, Dutyfulness, Responsibility which are very much required for a healthy work culture.
- It can help in taking efficient and ethical decisions and helps in promoting organisational values.
- It helps in resolving Ethical Dilemmas by either recurring or adhering to highest standards.
- It brings in transparency and workmanship.

→ It helps in bringing transparency and accountability.

Both code of Ethics and code of conduct are needed for healthy work culture in an organisation.

5. (b) Ethos, ethics, equity and efficiency are key criteria on the basis of which the competency of civil servants should be judged. Analyse. (10)

लोकाचार, नीतिशास्त्र, समता और दक्षता वे प्रमुख मापदंड हैं, जिनके आधार पर सिविल सेवकों की कार्यनिर्वाह-क्षमता का आकलन किया जाना चाहिए। विश्लेषण कीजिए।

→ A civil servant should adhere to highest standards of Ethos, Ethics such as probity, Integrity, compassion, Empathy, impartiality, neutrality to be competent.

→ with Equity he could ensure that Service motive is upheld and even poorest of the poor (Antyodaya) is served.

with Equity there will be equitable distribution of resources. A civil servant will go beyond law ~~for~~ on part of Empathy towards weaker sections of society

→ with Efficiency a 'CS' can ensure optimum utilisation of resources and which is necessary as resources are limited and he should ensure that the

resources reach ~~to~~ poor .

with Ethics , Ethos , Equity and Efficiency
it can lead to holistic competence of a
civil servant .

6. The mandatory nature of Corporate Social Responsibility goes against the notion of philanthropy. Discuss. (10)

निगमित सामाजिक उत्तरदायित्व की अनिवार्य प्रकृति परोपकारिता की धारणा के विरुद्ध है। चर्चा कीजिए।

Corporate Social Responsibility is mandated 'companies Act, 2013', wherein companies need to spend atleast 2% of their net profits on the development of the society.

→ Philanthropy means voluntary giving (or) spending for a cause (or) development and welfare of people.

→ Though mandatory CSR appears to be against notion of philanthropy, their objectives and ends are same.

→ In perspective of CSR requirements companies such as ZTC, Tata, Infosys, Reliance spend beyond 2% requirement for Education, health, rural development programs etc ZTC e-choupal.

- CSR requirement may further invigorate the spirit of philanthropy among corporates as it awakens the goodness within the corporates.
- Though it is mandatory there are no legal punishments if they donot spend, the companies only need to give explanation in Board of Directors meeting, but still companies fulfil their CSR responsibilities.

7. There have been arguments that rich countries owe an obligation to people living in poor countries. In this context, discuss the issues associated with foreign aid. (10)

ऐसे तर्क दिए गए हैं कि समृद्ध राष्ट्र निर्धन राष्ट्रों में रहने वाले लोगों के प्रति दायित्वाधीन हैं। इस संदर्भ में, विदेशी सहायता से जुड़े मुद्दों की विवेचना कीजिए।

The Debate on Ethics in foreign aid has emerged after the way in which it has been provided during cold war era to manipulate poor countries.

Rich countries owe an obligation to poor countries

- It is due to the exploitation of resources in poor countries that spurred the growth of rich countries.
- Injustice at any part is a threat to justice anywhere in the world.
- Rich countries are cause of sufferings of people in poor countries

Ex:- People in Afghanistan suffered due to US-USSR rivalry, similarly Syrian crisis.

→ It is due to rich countries irresponsible industrialisation poor countries are facing brunt of climate change.

→ Issues associated with foreign aid

→ They come with conditionalities imposing restrictions on free will of poor countries.

→ They tend to further their foreign policy interests rather than a genuine aid.

→ Aid to NGOs to stall govt. projects in developing countries

Ex: IB reports on Greenpeace stalling Kudankulam project.

→ Debt-trap diplomacy of China, leading to leasing out of Hambantota port of SL for 99 years lease.

→ Issue of sovereignty of poor countries.

It is necessary to bring in enlightened self-interest in the international relations to tackle these issues.

8. It is essential that people have access to information if they are to have the capacity to exercise other rights. Discuss the statement with focus on importance of RTI in governance. (10)

यदि लोगों को अन्य अधिकारों का उपयोग करने की क्षमता प्राप्त करनी है, तो सूचना तक उनकी पहुँच होना अनिवार्य है। शासन (गवर्नेंस) में RTI के महत्व पर ध्यान केन्द्रित करते हुए इस कथन की विवेचना कीजिए।

As rightly pointed over by
2nd ARC, Right to information is master
key to good governance.

- with information, people can know about their entitlements and ascertain their due Ex:- Many people got access to PDS through RTI.
- without information, people could not take rational and objective decision making and can't make ~~are~~ informed choice thus affecting their 'Right to life (Art 21)'.
- without access to information, they can't express fully which affects their freedom of expression (Art 19(1)(a)) and thus can't participate in governance.

→ With RTI, several scam came into notice such as 2G scam, commonwealth scam, which increases accountability and transparency in the governance.

→ RTI has opened floodgates for other rights such as Right to work, Right to food (NFSA), Right to Education (RTE) (MGNREGA)

RTI has expanded the horizon of rights and shed light on the darkness of governance.

SECTION – B

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

9. You have been recently appointed as the head of tourism department of a state in India that has many places of great historical importance. In the past few years, the state has witnessed a decrease in tourist inflow. Upon enquiry, you come to know that this decrease is largely attributed to the influence of touts and harassment of tourists, including unwanted advances and grossly overcharging them for various services. You also did a quick search about your state on leading travel advisory websites and found that it has earned a dubious reputation for being particularly unsafe for women tourists.

Given the situation, answer the following:

(a) Do you think that such a state of affairs can be attributed to insensitivity prevailing in the society? How can the community be made more sensitive towards tourists?

(b) Suggest some measures to make a quick turnaround in terms of reputation, employment generation and rebuild the reputation of the state as a safe haven for tourists. (20)

आपको हाल ही में भारत में ऐतिहासिक महत्व के कई स्थलों वाले एक राज्य के पर्यटन विभाग का प्रमुख नियुक्त किया गया है। विगत कुछ वर्षों में, राज्य में पर्यटकों के आगमन में कमी देखी गई है। पूछताछ करने पर, आपको पता चलता है कि इस कमी का कारण मुख्य रूप से दलालों का प्रभाव और पर्यटकों का उत्पीड़न है, जिसमें अवांछित अग्रिम एवं विभिन्न सेवाओं के लिए उनसे अत्यधिक शुल्क वसूलना सम्मिलित है। आप प्रमुख यात्रा सलाहकार वेबसाइटों पर अपने राज्य के संबंध में त्वरित खोज भी करते हैं और पाते हैं कि इस राज्य की छवि ने महिला पर्यटकों के लिए विशेष रूप से असुरक्षित होने की छवि बन गई है।

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

(a) क्या आप मानते हैं कि इस प्रकार की स्थिति के लिए समाज में व्याप्त असंवेदनशीलता को उत्तरदायी ठहराया जा सकता है? समुदाय को पर्यटकों के प्रति और अधिक संवेदनशील कैसे बनाया जा सकता है?

(b) प्रतिष्ठा (साख) व रोजगार सृजन के संदर्भ में त्वरित बदलाव लाने और पर्यटकों के लिए एक सुरक्षित स्थल के रूप में राज्य की प्रतिष्ठा को पुनर्बहाल करने हेतु कुछ उपायों का सुझाव दीजिए।

The case study shows us that despite state having huge tourism potential, it is not able to reap the benefits due to insensitive attitude among the locals.

Facts

- Many places of great historical importance
- decrease in tourist flow due to various activities.
- Dubious reputation on leading travel advisory websites.

(a) Insensitivity prevailing in the society is a part of the situation but can't completely blame on it. Even there appears to be lack of awareness among tourists about the various

helpline numbers to report their grievances to the administration. It also shows failure of administration and law and order as it acts as a deterrent. Insensitivity has a major role as patriarchy entrenched in the society and lack of scientific temper and decline of values such as "Atithi Devo Bhava"

few measures to make them more sensitive towards tourists :

- local leaders, role models of the society should be roped in to persuade them to change their attitude.
- They should be told about how it will benefit them economically and how it will generate good will and trust in the State.

- As place is of historical importance, it can be used to change their attitude.
- Also they should be told about various laws against touts, harassment and be made about all legal punishments so that it acts as a deterrent.

(b)

- fact finding exercise needs to be done to verify the findings and get a rational view of the problem. It also helps me to find out any false reviews.
- with the help of role models of the society, famous personalities aggressive campaigning needs to be done about the rich heritage of stage, in lines of "Incredible India". This will boost image of state.
- Awareness generation programme; to generate

awareness among local potential benefits of tourism in boosting their income and generating Employment.

- Media should be briefed about various measures taken to protect interests of tourists so that tourists gain confidence.
- Helpline numbers, CCTV cameras need to be installed at all important places so that they can register complaints and complaints needs to be redressed in time bound manner.
- Prices should be regulated and be posted near all historical places and anyone overcharging needs to be ~~taken~~ ~~xxx~~ fined.
- women guides could be provided to guide the women tourists and to make them feel safe.

"Atithi Devo Bhava" is the value that Indian Society cherishes and by the above measures I would have upheld that.

10. A private company has proposed a large-scale hydel power project to tap the potential of a fast-flowing river in a state predominantly occupied by indigenous tribal groups. The state is backward and badly needs funds for socio-economic development. The state government is deliberating on the issue and is yet to take a final decision on the matter.

While the project is expected to generate substantial revenue and employment, it will submerge the surrounding areas eventually displacing the tribals. Another issue of concern is that the tribal community regards this land and the river as sacred and integral to their cultural heritage. Thus, the tribals are not in favour of going ahead with the project and are already protesting against it. Their leader has threatened to initiate a hunger strike if the government goes ahead with the project. This has caught the attention of the mainstream media and social activists.

Based on the information given above, answer the following:

(a) Identify the stakeholders involved in the case and their respective interests.

(b) Keeping in mind the issues involved, how can differing interests be reconciled for ensuring sustainable development in the area? (20)

एक निजी कंपनी ने मुख्यतः देशज आदिवासी समूहों की आबादी वाले राज्य में एक तेज बहाव वाली नदी से प्राप्य संभावनाओं का दोहन करने के लिए एक बृहद् जल विद्युत परियोजना का प्रस्ताव दिया है। यह राज्य पिछड़ा है और इसे सामाजिक-आर्थिक विकास हेतु अत्यधिक धन की आवश्यकता है। राज्य सरकार इस मुद्दे पर विचार-विमर्श कर रही है और इस प्रकरण पर अभी अंतिम निर्णय लेना शेष है।

जहां इस परियोजना से पर्याप्त राजस्व और रोजगार सृजन की आशा है, वहीं इससे आस-पास के क्षेत्र जलमग्न हो जाएंगे, जिससे अंततः आदिवासियों को विस्थापित होना पड़ेगा। चिंता का एक और मुद्दा यह है कि आदिवासी समुदाय इस भूमि तथा नदी को पवित्र एवं अपनी सांस्कृतिक विरासत के लिए अभिन्न मानते हैं। इस प्रकार, आदिवासी इस परियोजना को आगे बढ़ाने के पक्षधर नहीं हैं और पहले से ही इसका विरोध कर रहे हैं। उनके नेता ने सरकार द्वारा इस परियोजना को आगे बढ़ाए जाने की स्थिति में आमरण अनशन आरंभ करने धमकी दी है। इसने मुख्यधारा के मीडिया और सामाजिक कार्यकर्ताओं का भी ध्यान आकर्षित किया है।

उपर्युक्त जानकारी के आधार पर, निम्नलिखित प्रश्नों के उत्तर दीजिए:

(a) इस प्रकरण में सम्मिलित हितधारकों और उनके संबंधित हितों की पहचान कीजिए।

(b) सम्मिलित मुद्दों को ध्यान में रखते हुए, क्षेत्र में संश्लेषणीय विकास सुनिश्चित करने हेतु विभिन्न हितों के बीच कैसे समन्वय स्थापित किया जा सकता है?

It is the distinctive and rich culture of the tribals that secured them a distinctive position in our constitution.

(a) Stakeholders and their respective Interests

- private company :- construct large hydel power plant and generate power and earn profits.
- Indigenous tribals :- Protect their cultural heritage and no disruption to their livelihoods.
- State :- Ensure socio-economic development of all people, generate employment and also protect the interests of vulnerable sections and fulfill its role of social justice.
- Media and Social activists :- Justice is served and provide rational facts about the issue.

(b) → first and foremost, State should setup an enquiry committee which should

involve the leader of the tribal people,
NGO members, Social activists, Experts, Pvt.
company,
to assess the impact of large-scale
hydel power project on the tribal lands.

→ If there is serious issue of Ecological
impact, then the proposal should be
dropped otherwise alternatives needs to be
worked out.

→ leader should be asked to not to go
ahead with hunger strike and ensure
them that there will be no disruption
to their livelihood.

→ Private company should be told that if
it undertakes the contract, then it should
be ready to provide affordable housing
to the tribals nearby along with free
electricity connection and employment. Pvt.
company should be told that it could

spend CSR spending on their health and education and government will also support it.

→ Then there should be brainstorming session involving tribals, their leader, influential persons, reputed NGOs involved in working for tribal upliftment which will tell them about the benefits they get from the project and they can still follow their culture.

→ If negotiations work, then media should be briefed and with proper logistics and preparations Rehabilitation needs to be done

→ Also, if there is possibility of reducing the impact on their lands it should also be looked upon.

Tribals should be taken into confidence before taking any action even if it is for their development as it removes the feeling of alienation among them.

11. You are posted as Superintendent of Police (SP) in a district, which has a bustling market in the district headquarters with a high footfall. The area has traditionally been occupied by street vendors and hawkers. They form an intrinsic part of the market system in the area and derive their livelihood from it. Recently, you got reports that the policemen posted in the area harass the hawkers and also extort 'hafta' – a weekly bribe - from them despite complying with the laws. It has been brought to your notice that while those who comply with this arrangement are allowed to carry on with their daily operations, those who do not are being evicted from the market area. In the process of eviction, they are even physically assaulted and their saleable items are often confiscated and destroyed. As a result, some street vendors have been staging protests against the local administration in the market and have blocked the normal market passage. They have also threatened to intensify their protest over a period of time. The local police, however, has been in denial of any such wrong doings and argue that they are merely removing illegal encroachments, which were causing traffic jam in the area. In this situation, answer the following:

(a) Mention the stakeholders and ethical issues involved in the case.

(b) As the Superintendent of Police, what course of action would you adopt for diffusing the tensions in the area? Also, suggest some policy recommendations, which will help resolve the issues in the long-term. (20)

आप एक ऐसे जिले में पुलिस अधीक्षक (SP) के रूप में पदस्थापित हैं, जिसके जिला मुख्यालय में भारी आवाजाही वाला व्यस्त बाजार है। इस क्षेत्र में पारंपरिक रूप से पटरी दुकानदारों और फेरीवालों का कब्जा रहा है। पटरी दुकानदार और फेरीवाले, क्षेत्र में बाजार प्रणाली का स्वाभाविक भाग हैं तथा इससे अपनी आजीविका चलाते हैं। हाल ही में आपको सूचना मिली है कि क्षेत्र में तैनात पुलिसकर्मी कानूनों का पालन करने के बावजूद फेरीवालों को परेशान करते हैं और उनसे 'हफ्ता' (साप्ताहिक रिश्वत) भी वसूलते हैं। आपके संज्ञान में लाया गया है कि इस व्यवस्था का अनुपालन करने वाले लोगों को अपने दैनिक कार्य करने की अनुमति है, जबकि अनुपालन न करने वाले लोगों को बाजार क्षेत्र से वेदखल किया जा रहा है। वेदखली की प्रक्रिया में, यहां तक कि उन पर शारीरिक रूप से हमला भी किया जाता है और उनकी पण्य वस्तुओं को प्रायः जब्त कर लिया जाता है और नष्ट कर दिया जाता है। परिणामस्वरूप, कुछ पटरी दुकानदार स्थानीय प्रशासन के विरुद्ध बाजार में विरोध प्रदर्शन कर रहे हैं और उन्होंने बाजार का सामान्य मार्ग अवरुद्ध कर दिया है। उन्होंने समय बीतने के साथ अपना विरोध और तेज करने की भी धमकी दी है। हालांकि, स्थानीय पुलिस ऐसे किसी भी गलत कार्य से इनकार करती है और तर्क देती है कि वे केवल अवैध अतिक्रमणों को हटा रहे हैं, जो क्षेत्र में ट्रैफिक जाम का कारण बन रहे थे। इस स्थिति में, निम्नलिखित प्रश्नों के उत्तर दीजिए:

(a) इस प्रकरण में सम्मिलित हितधारकों और नैतिक मुद्दों का उल्लेख कीजिए।

(b) एक पुलिस अधीक्षक के रूप में, क्षेत्र में तनाव को कम करने हेतु आप क्या कार्रवाई करेंगे? साथ ही, कुछ नीतिगत अनुशंसाओं के भी सुझाव दीजिए, जो दीर्घावधि में इन मुद्दों का समाधान करने में सहायता करेंगे।

(a) Stakeholders

- Superintendent of Police and local police
- Street vendors and Hawkers
- District administration
- Customers and Society at large

Ethical Issues

- Policeman harassing and extorting 'hafta' and duty of police to uphold rule of law.
- Rights of Street vendors and hawkers to carry on daily operations.
- Confiscation and destruction of property of Street vendors by police
- Disruption of the normal market passage and the means adopted by street vendors to express their grief.
- Issue of Illegal encroachments.

(b) → first, I need to verify the facts of the reports I got as acting without facts if my decision proves wrong then it will bring disrepute to police and bring down morale of police officers who are enforcing law diligently.

→ If the reportings are true, then there should be meeting with all the police staff and be briefed about the report findings along with warning to stop these kind of activities immediately. They should also be reminded about duties of police officer to uphold law and order.

A team of police officers should be formed to approach protesting street vendors and ensure them justice, and also record their statements.

- In the meantime, there should also be verification about any illegal encroachments, if so notices should be issued to them and they be told that ~~get~~ ~~the~~ administration will work out to provide them place ~~to~~ ~~put~~ in market.
- From the recorded statements of vendors, those police staff involved in extortion needed to be reprimanded and disciplinary action needs to be taken so that it acts as a deterrent.
- DM, should be contacted for regularising market operations and ensuring law and order to ensure smooth flow of operations.
- Also, seniors in the department needs to be intimated about the report findings and actions taken.

→ Helpline numbers could be provided to raise complaints, rather than protesting.

It is the duty of the police to instil confidence in the people about law and order rather than instilling fear. Police should be a friend of citizen to whom they could approach for their problems. Also, enforcing laws and maintaining law and order is also utmost duty of police administration.

12. A mid level manager in a food and beverages firm has been assigned the responsibility to deal with tensions arising in a rural area between the firm and the local farmers. These farmers supply the company with bananas, which are used exclusively by the company in its niche products. The banana plantations are growing a variety developed by the firm. The core issue revolves around the perceived violation of company's IPR as many of the farmers in the neighbouring areas have also started growing the same variety of banana. It is suspected that the farmers with whom the company had a contract have shared the breed with others in the region. The legal department of the firm is of the opinion that a legal complaint against the farmers is the only way to protect the IPR of the company. It would also set a precedent for the future. However, many in the firm also believe that such a step would escalate the matter.

In such a scenario, identify the key issues to be addressed. What measures would you suggest to deal with these issues? (20)

खाद्य एवं पेय पदार्थ से संबंधित एक फर्म के मध्यवर्ती स्तर के एक प्रबंधक को फर्म और स्थानीय किसानों के बीच ग्रामीण क्षेत्र में उत्पन्न होने वाले तनावों से निपटने का उत्तरदायित्व सौंपा गया है। इन किसानों द्वारा कंपनी को केले की आपूर्ति की जाती है, जिनका विशेष रूप से कंपनी द्वारा अपने आला (उच्च दर्जे के) उत्पादों में उपयोग किया जाता है। केले के बागानों में उक्त फर्म द्वारा विकसित एक किस्म उगायी जा रहा है। मुख्य मुद्दा कंपनी के IPR के कथित उल्लंघन के इर्द-गिर्द है क्योंकि पड़ोसी क्षेत्रों के कई किसान भी केले की यही किस्म उगाने लगे हैं। यह संदेह व्यक्त किया गया है कि जिन किसानों के साथ कंपनी का अनुबंध था, उन्होंने क्षेत्र के अन्य लोगों के साथ यह किस्म (ब्रीड) साझा की है। फर्म के विधि विभाग का विचार है कि किसानों के विरुद्ध कानूनी शिकायत ही कंपनी के IPR की रक्षा करने का एकमात्र उपाय है। यह भविष्य के लिए भी एक पूर्व उदाहरण स्थापित करेगा। हालाँकि, फर्म के कई लोगों का यह भी मानना है कि इस प्रकार के कदम से मामला और आगे बढ़ेगा।

ऐसे परिदृश्य में, संबोधित किए जाने वाले प्रमुख मुद्दों की पहचान कीजिए। इन मुद्दों से निपटने के लिए आप किन उपायों का सुझाव देंगे?

PERCEIVED
CASE OF IPR VIOLATION BY
LOCAL FARMERS

Key Issues to be addressed.

→ Tension between the firm and the local farmers.

- Perceived violation of company's IPR
- Many neighbouring farmers growing same variety of banana.
- ~~Issue of~~ Suspicion on local farmers over sharing of banana breed.
- Whether legal complaint will help? (a) would it escalate the matter.

Measures to deal with...

- There should be understanding of the issue as everything in the case study seems to be based on some perceptions and assumptions. So, companies banana variety needs to be compared with neighbouring areas banana variety and reportings should be noted.
- There needs to be a meeting with local farmers to hear their viewpoint about the issue and also assure them

no legal action will be taken until all the facts are uncovered, it will act as deterrent to those farmers who had shared the breed and also ensure their cooperation.

- Also superiors need to be made aware about the facts and findings and statements of local farmers.
- legal course should be either avoided
① can be used as last resort as it brings resentment among people which in longterms affects companies interests
- The aim should be to persuade farmers to change their behaviour as it violates companies IPR. Persuasion can be done by making them aware about the benefits they get from the contract. Price revision of the

contract can be done regularly on rational basis to gain the trust of farmers and prevent them from doing these things.

→ If similar cases repeat further, then legal route could be adopted. But for now it should be dealt with warning and along with warning of cancellation of contract if it persists in future.

13. You have recently been posted as a probationary officer in the District Magistrate's office in a tribal district. During one of the fieldtrips, while interacting with the tribals, you come to know about a private company, established a few years back, which has transformed their lives. The company, using the traditional knowledge of tribals, had launched a series of products and provided numerous livelihood opportunities to the tribals.

Upon further enquiry, you come to know that while the lives of tribals had indeed improved, the distribution of profits however, has been quite disproportionate. The company has seen a huge growth in its operations and its owners have amassed huge wealth. It is also planning to file for IPR, which may further hinder the interests of the tribals.

You feel that tribals have been left short changed and there has not been an equitable sharing of benefits arising out of the use of their resources. When you tried to approach the Gram Sabha and voice your concerns, the tribals requested you not to intervene as they do not have any alternatives. They also argue that governments in the past have failed to protect their interests.

Given the situation, answer the following:

(a) Identify the different stakeholders and their interests involved in this case.

(b) Present a case to convince the District Magistrate for the need of government intervention in the situation. (20)

आपको हाल ही में एक जनजातीय जिले में जिला मजिस्ट्रेट कार्यालय में एक परिवीक्षाधीन अधिकारी के रूप में पदस्थापित किया गया है। एक क्षेत्र भ्रमण के दौरान, आदिवासियों से बातचीत करते हुए, आपको कुछ वर्ष पूर्व स्थापित एक निजी कंपनी के बारे में पता चलता है, जिसने उनके जीवन का कायापलट कर दिया है। आदिवासियों के पारंपरिक ज्ञान का उपयोग करते हुए, कंपनी ने उत्पादों की एक शृंखला आरंभ की थी और आदिवासियों के लिए आजीविका के कई अवसर उपलब्ध कराए थे।

अधिक पूछताछ करने पर, आपको पता चलता है कि जहां आदिवासियों के जीवन में वास्तव में सुधार हुआ है, वहीं लाभ का वितरण अत्यंत असंगत (अननुपातिक) रहा है। कंपनी के परिचालनों में भारी वृद्धि देखी गई है और इसके स्वामियों ने अत्यधिक धन-संपत्ति अर्जित की है। कंपनी IPR भी फाइल करने की योजना बना रही है, जो आदिवासियों के हितों में आगे बाधक भी बन सकता है।

आप अनुभव करते हैं कि आदिवासियों को वंचित रखा गया है और उनके संसाधनों के उपयोग से उत्पन्न होने वाले लाभों का एक समान बंटवारा नहीं हुआ है। जब आपने ग्राम सभा से संपर्क करने और अपनी चिंताओं से उन्हें अवगत कराने का प्रयास किया, तो आदिवासियों ने आपसे हस्तक्षेप न करने का अनुरोध किया, क्योंकि उनके पास और कोई विकल्प नहीं है। उनका यह भी तर्क था कि अतीत में सरकारें उनके हितों की रक्षा करने में विफल रही हैं।

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

(a) इस प्रकरण में सम्मिलित विभिन्न हितधारकों और उनके हितों की पहचान कीजिए।

(b) इस स्थिति में सरकारी हस्तक्षेप की आवश्यकता है, जिला मजिस्ट्रेट को यह समझाने हेतु प्रकरण प्रस्तुत कीजिए।

(a) Stakeholders and their interests

- probationers officers — to ensure equitable sharing of benefits and welfare of tribals along with smooth conduct of Ethical Businesses.
- Private company — File for IPR, get patent rights over traditional knowledge and earn more profits.
- Tribals :- Their livelihood is not affected and thus want status quo.
- government :- welfare of all including vulnerable sections of the society (tribals).

(b) First I should approach leading NGOs, CSOs operating in the society to gain them into confidence.

- Then gram Sabha meeting should be convened to explain to the

tribals their entitlements and what they deserve and what they are getting.

There should be a brainstorming session to make tribals aware about their exploitation

→ once they realise, then they should also be assured about alternate livelihoods as it will boost their morale.

→ A report should be made about all the findings and about companies activities and a case should be made before DM.

→ He should be asked to arrange a meeting with the private company and explain them about the report findings

→ They should not be allowed to file an IPR on traditional knowledge and even it leads to Bio-Piracy which is prohibited by Biodiversity act, 2002.

- They should be told about the legalities and also be ^{told} ~~requested~~ to equitably distribute profits.
- Also government schemes for providing alternate livelihood needs to be looked upon such as MGNREGA, NRLM, SHGs 'so that tribals can be enrolled.
- NGOs, CSOs should be told to generate awareness among tribals about their rights.

Companies should work on the triple bottom line philosophy i.e. people, profits and planet and they have responsibility towards the society and disproportionately amassing profits by using tribals as means is unethical.

14. Various studies have found out that cases of depression and mental illness have increased exponentially in the recent past. Also, in the age group of 15-30 years, this problem is further pronounced. Furthermore, the rising trend of suicides in this age group has been attributed to depression.

Given the situation, answer the following questions:

(a) Present an ethical critique of the prevalent societal attitude towards mental illness.

(b) Given the magnitude of the problem among younger generation/young adults, analyse the role of the following:

i. Parenting

ii. Social Media

iii. Video Games

(20)

विभिन्न अध्ययनों से पता चला है कि हाल के दिनों में अवसाद और मानसिक रोगों के मामले तेजी से बढ़े हैं। साथ ही, 15-30 वर्ष के आयु वर्ग में, यह समस्या और स्पष्ट है। इसके अतिरिक्त, इस आयु वर्ग में आत्महत्या की बढ़ती प्रवृत्ति के लिए अवसाद को उत्तरदायी ठहराया गया है।

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

(a) मानसिक बीमारी के प्रति प्रचलित सामाजिक अभिवृत्ति की नीतिशास्त्रीय आलोचना प्रस्तुत कीजिए।

(b) युवा पीढ़ी/युवा वयस्कों के मध्य इस समस्या की भयावहता को देखते हुए, निम्नलिखित की भूमिका का विश्लेषण कीजिए:

i. परवरिश (Parenting)

ii. सोशल मीडिया

iii. वीडियो गेम

The rising suicides especially among younger generation is cause of concern and shows the failure of primary socialisation agencies of society.

(a) Ethical critique.

→ Materialistic societies; people are finding

happiness in outside things rather than on relations (human-human bonds) and rather than finding happiness from inside. It is leading to frustration, anger and depression.

- Success in today's society is seen in monetary terms and thus when met with failure people are getting depressed
 - People are finding happiness on number of facebook likes, and views, and became very sensitive and getting depressed for small things
 - Due to rising westernisation, Individualism over took community life and relations took a backseat due to which when depressed there are no one to share feelings leading to suicides.
- (b) In current society, primary and secondary socialisation agencies have to play a proactive role to tackle this problem:-

(i) Parenting :-

- parents should teach good values of compassion, empathy and tolerance to their children.
- when child sees a failure rather than scolding him/her, he should be taught to accept it with smile and focus on duty rather than end result.
- child should be given more of spiritual education.
- child should be nurtured as per his aptitude.

(ii) Social media :-

- Role models, famous personalities should use social media to promote good values which will be taken up by younger generations. Ex:- Twitter could be used to generate awareness, FB could be used to post moral values and responsibility.

→ Instead Social media is cause of constructed happiness leading to depressions.

(iii) Video games

→ Youth are getting addicted to them and losing their productive time.

→ Violence games influence the behaviour of youth and make them insensitive

Ex:- Blue whale game leading to suicides of many children.

→ They have replaced physical games and leading to mental disbalance, as physical games bring in team spirit, closeness and mental rejuvenation.

It is important for parents, society, Role models, government to come together collectively and inculcate good values in the society. Moral Education and value Education needs to inculcated in the Education system.

