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GENERAL STUDIES (TEST CODE : 1494)

Name of Candidate	Ashima Chaudhary		
Medium Hindi/Eng.	English	Registration Number	
Center		Date	

INDEX TABLE

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

Total Marks Obtained:

Remarks:

Signature of Examiner

INSTRUCTIONS

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

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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।

Ans: Probity in Governance refers to the scenting of public life and civil servants on the basis of maintenance of values.

It is an active pursuance of value rather than passive adherence to them.

Probity and Transparency

Transparency refers to access of public towards decision of government. It is ensured through tools like :

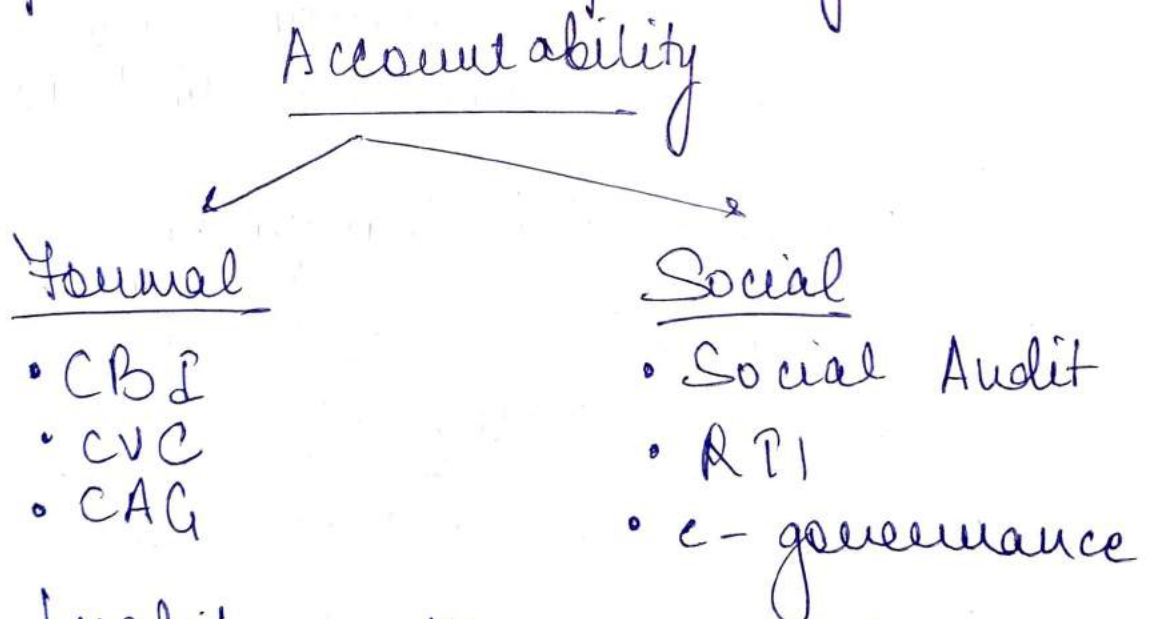
- Right to Information Act
- Social Audit
- Citizen's Charter

→ e-governance

Eg. departmental information
sought through Public Information
Officers

Probity and Accountability

Accountability refers to answerability
for one's own decisions and actions
against values, laws, rules. Its scope
has been increased to include
responsiveness and responsibility



Thus, probity, as recommended by
Nolan Committee is an important
tool to bring about transparency
in decision making and accountability
of government.

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।

Ans: Empathy and compassion are the foundational values in civil service i.e. core values that characterize the institution of civil service.

Empathy

- Empathy is a teleological concept that deals with thinking and perception.
- It is based on keeping oneself in others' shoes.

Compassion

- Compassion is an emotional urge to work towards the upliftment of weaker sections and seeing social justice.
- It is based on differential principle.

Importance of compassion

- 1) Compassion has historical importance and deals with concepts like 'yajnasukha', 'palana' that deal with public welfare
- 2) It brings about distributive justice based on the Theory of Justice by John Rawls.
- 3) This is an underlying value behind Human Capability Model propounded by Amartya Sen and is essential for empowering people

However, empathy and compassion are two sides of the same coin and are essential to bring about social transformation.

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।

Ans. Ethics as well as law are aimed at achieving the chief good i.e. summum bonum.

Though ethics serve as the foundation of law (eg constitution stems from constitutionalism) and law gives rise to ethics, they may be in conflict at times.

Ethics in conflict with law

Eg Savita Case in Ireland

where doctors stick to the letter of law and did not perform abortion in critical case which lead to the death of mother and child.

Law in conflict with ethics

Eg Aadhaar Act that had provisions which compromised privacy of individuals as pronounced in a Supreme Court Judgement.

These conflicts occur due to:

- 1) General nature of law
- 2) Outdated law and ever-changing nature of society
- 3) Subjective nature of ethics
- 4) Overlaps and loopholes in the two.

However, both are important for maintaining order in society and bringing social welfare.

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।

Ans Emotional intelligence refers to regulation of one's emotions and feelings and behaving in a socially desirable manner.

This concept was popularised in 1990s by Daniel Coleman who stated that 80% success at workplace depends 80% on Emotional Intelligence and 20% on Intelligent Quotient.

Role in Administration

- 1) It is essential for dealing with conditions of immense pressure and can be equated with

Aristotle's concept of temperance

- 2) Emotional Intelligence underlies the concept of self-accountability that IIT Delhi describes as more important than Max Weber's concept of formal accountability
- 3) It has following characteristics:
- i) Self awareness promoting confidence
 - ii) Self management through conscientiousness
 - iii) Social awareness through empathy, compassion
 - iv) Social management through leadership, innovation, initiative

Thus, it promotes ethics in governance.

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

Ans. Civil services is based on following foundational values.

a) Integrity and Honesty

Integrity

- It refers to consistency in behaviour

Relevance:

- Reduction in corruption
- Increased efficiency

Honesty

- It refers to truthfulness

Relevance:

- Uprightness and exposure of corruption

b) Objectivity and Neutrality

Objectivity

- It means that civil servants should take a decision based on observable phenomena rather than subjective characteristics

Relevance :

- Checks misuse of power by civil servants
- Checks variability in decision making

Neutrality

- This is one of the values of Max Weber's concept of Ideal Bureaucracy that is characterized by civil services anonymity.

Relevance :

- Principle of Committed Bureaucracy such as construction of 100 km road by Assam Roadways in Manipal
- Principle of Ministerial Responsibility and Civil Service anonymity propounded by Chagla Committee in 1956

9) Impartiality and Non-Partisanship

Impartiality

- It is a broad concept that deals with fairness and objectivity based on inner conscience

• Relevance :

- Dealing with various stakeholders like unions, press, govt., civil society, etc.

Non-Partisanship

- It is a narrow concept based on external fairness, objectivity and apolitical stance

• Relevance :

- Communalism, Regionalism, etc.
- Dealing with heterogeneous society like India

d) Accountability and Responsibility

Accountability

- Formal Concept by Max Weber
- Based on external checks
- Traditional concept
- Relevance
 - Accountability by institutions like CVC, CAG, etc

Responsibility

- Informal concept
- Based on inner checks
- Contemporary concept
- Relevance
 - Devotion towards service
 - Efficiency in service delivery

Thus, these values should be imbibed through direct and indirect intervention

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।

Ans: Normative ethics deals with ethical standards that should guide human conduct.

While deontological approach would characterise 'lie' as a negative value, teleologists would justify it if the consequences turn out to be good.

~~Under ethical conduct~~

However, morality is based on individual's own standards rather than established standards. Thus, telling a lie can be

justified in various cultures depending on:

1) Deliberate human action

If a person tells a lie without free will, voluntariness and complete knowledge, a lie will not be considered morally wrong.

2) Purpose of human action

Eg Heinz Dilemma is a prime example that lying is not always morally wrong.

3) Circumstances

Utilitarian function of attitude justifies it.

Eg a lie told to save other's or one's own life isn't morally wrong.

4) Consequences of human action

It is based on saying, "All is well that ends well."

Thus, lying is not always ~~morally~~ morally wrong. Various determinants and their interplay would determine if it can be justified in various circumstances.

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?

Ans. Attitude and aptitude are crucial determinants of conduct of civil servants

Attitude

- It refers to learned pre-disposition to act in favourable or unfavourable manner in a given situation
- It is acquired in nature

Aptitude

- It refers to ability of an individual to solve a problem with competence
- It is innate in nature

Attitude expected of civil servants

1) Wisdom i.e. application of knowledge. Its relevance was

felt after HC Gupta Case where HC Gupta, coal secretary was implicated due to lack of wisdom.

- 2) Integrity - an essential attitude recognised by Department of Personnel and Training
- 3) Responsibility that deals with inner checks
- 4) Selflessness, the first principle of probity given by Nolan Committee
- 5) Inclusive and prejudice-free attitude

Aptitude as well as attitude are required for maintaining ethical standards in civil services

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?

Ans: Gandhiji adopted a talisman of three monkeys signifying "Do not hear evil, Do not speak evil, Do not see evil".

Gandhiji's talisman can be used for purification of mind through influx of good thoughts and understanding in it. Such facts and good thoughts would help in reaching a better understanding.

A better understanding is an essential value to resolving ethical dilemmas i.e. conflictual values in a demanding situation.

Eg. integrity v. efficiency

Instances

- self preservation v. public welfare
- commitment to policies v. commitment to constitution
- law v. order

Thus, day-to-day ethical dilemmas can be addressed by Candlian italism.

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।

Ans: Attitude refers to learned
pre-disposition to act in a
favourable or unfavourable
manner in a given situation.

They are ~~also~~ acquired in
nature and are determined
by various factors such as
socialisation, reward and
punishment, observational
learning, classical conditioning
social influence, etc.

Shaping of people's attitudes

1) Role of Family

Eg. a child develops resentment
if he/she develops in the

absence of mother.

2) Role of school

It is responsible for development of positive values like discipline, respect as well as negative values like discrimination.

3) Role of society

- Positive values such as patriotism through role models and leaders
- Negative values such as cigarette smoking

4) Other social experiences

such as death of a near or dear one, failure, success, etc.

Thus, attitudes can be formed and determined by various social circumstances affecting its affective, behavioural & cognitive components of human.

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

Ans: a) Beliefs

a) Beliefs

Beliefs refer to the inner standards held by a person on the basis of their experience.

Eg prejudiced beliefs against Muslims after Muraffanagar riots held by Hindus of the area

b) Values

Value refers to standards

of conduct. There may be ethical such as human values (i.e. sympathy, empathy, compassion) or may be beyond ethics. Eg. values underlying good behaviour.

c) Norms

Norms refer to standards of conduct based on social tradition, culture, etc. Eg. burning the effigy of Ravana on the occasion of Dussehra.

d) Principles

These refer to the moral and ethical standards held by the people which are relatively consistent. Eg. truthfulness as a principle.

e) Morals

Morals refer to individual's own standards of behaviour. Eg. child marriage may be moral in various cultures, Valudheva Kulumbakam, etc.

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।

Ans: Utilitarianism is a teleological theory which is based on maximization of utility. It was propounded by Jeremy Bentham and JS Mill.

Influential

- 1) It is a theory that supports character building through the principle of self-interest.
- 2) Greatest Good of Greatest number is applicable in the field of governance.
- 3) Incentivisation, equal pay for equal work, pay parity with private sector find

their relevance in the principle of self-interest

Criticisms

- 1) Self interest may result into self indulgence giving rise to commodification, consumerism, etc.
- 2) Greatest Good to Greatest Number is like survival of the fittest and lead to skewed development
- 3) It is criticised by John Rawls who advocate Justice for all
- 4) Immanuel Kant criticises utilitarian philosophy on following grounds:
 - i) Corruption can be justified using this philosophy
 - ii) Though it brings immediate benefits, it lead to long term losses as moral guilt and conscience develop

Thus, utilitarian philosophy should be supplemented with justice for greater relevance in contemporary settings.

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।

Ans Ethical dilemma refers to conflicting values in a demanding situation that are either positive or negative. In taking a decision, either of the two values have to be compromised.

Types of Ethical Dilemma

- 1) Order v. Law
- 2) Personal self-preservation v. Public Welfare
- 3) Commitment to policy v. Commitment to Constitution
- 4) Bonafide error v. Malafide error
- 5) Wisdom v. Integrity

Strategies to resolve dilemma

- 1) Follow Conduct Rules to which the ^{civil} servants are subjected
- 2) Civil Services' anonymity while transferring responsibility to elected representatives as per Article 45 of the Indian Constitution
- 3) High level of Emotional Intelligence to take a decision without interference of one's emotions and feelings
- 4) Values such as impartiality, integrity, empathy, compassion should be adhered to.
- 5) Reflective equilibrium on the basis of personal values and Veil of Ignorance.

Further, circumstances, consequences should also govern the decision making by a civil servant.

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. (X)
2. Work with other reporters in protest against the organisation's actions. (X)
3. Leave the job (X)
4. Blow the whistle on the organisation's working. (✓)

Reality v. Promise
& Integrity

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।

Ans: The various stakeholders in the case include:



a) Ethical issues involved in the case include:

- 1) Self preservation v. Public Welfare
- 2) Integrity v. Aptitude
- 3) Responsibility v. Neutrality
- 4) Dedication to employer v. Dedication to Media ethics

Course of Action

1) Follow the talk given by organization

2) Protest against organization

3) Leave the job

4) Blow the whistle

Merits

- Self-preservation
- Voice for other sections
- Dedication to employer
- Reforming the culture in the channel
- Social justice
- Putting forward one's own rights

Demerits

- Undermine social justice
 - Undermine media ethics
 - Loss of job
 - Undermine the trust of people in media as an independent pillar of democracy
 - ~~Escape~~
 - Not a part of moral corruption
- + Merit

Demerits

- Foregoing earning opportunity
- Demand for job would lead to filling of the vacancy immediately
- Escapist tendency

- Attention of govt. and other stakeholders towards its working
- Transparency
- Accountability

- ~~Loss of job~~
- Giving up dedication to employer

The reporter should blow the whistle as the news channel is not only undermining social ~~to~~ justice but also working against the media ethics of free and fair news delivery. The regulatory authorities should be informed anonymously to bring their attention towards faulty media practice.

Whistleblowing is protected under Whistleblower Protection Act, 2014 and has been in practice since the time of Kautilya who appointed 'Suchaku'.

Edmund Burke rightly said, "Many things are due to the silence of the right"

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 बड़ी हुई कीमतों के विरोध में दुकानों पर धरना-प्रदर्शन का सहारा लिया है। पृच्छताछ 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।

Ans: a) Various stakeholders involved are :

1) Shopkeepers

Ethical issue : Capitalism v. Compassionate Capitalism

2) People

Order v. Social Justice is the ethical issue faced by people

3) DM

Ethical issue : Development v. Growth

4) Public at large

Ethical issue : Suffering by the poorer section during calamities thus widening the gap of social inequalities

b) Course of action

1) Putting ^{request to govt. for} a cap on prices as per provision of Essential Commodities Act and Drug Price (Control) Order

Argument : Concept of Compassionate Capitalism put forth by Narayan Murthy

2) Dealing strictly with the troublemakers after the awareness has been dispipated

Argument : To focus on evacuation, health infrastructure, it is a must that during times of crisis, the attention is not diverged variously

3) Request the state government for a provision of home delivery of essential supplies free

delivery charges.

John Rawls' differential principle
advocates Justice for All. Hence,
it is important that interests
of all stakeholders are taken
care of.

It is rightly said, "The notion
of 'what just is' isn't always
justice".

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।

Ans The ethical issue involved is medical ethics v. utilitarian approach.

a) Merits of rationing by age
1) A factual criteria

that would minimize use of conscience
that often leads to misuse of power
and choice

2) Various studies show that age is a
risk factor. Addressing it would
mean greater preservation of lives

Demerits

- 1) A huge risk for ~~miss~~ the young
demography
- 2) Co-morbidity is not taken into account
- 3) This may lead to protests by younger sections
and would cause their disenchantment.
- 4) Highly generalised not taking into account
case - to - case complications
- 5) Principles that should guide include :
 - i) Service motive
 - ii) Ethic of protecting life
 - iii) Responsibility
 - iv) Transparency
 - v) Dedication

The appropriate action would be an examining
committee that would screen the seriousness

of the condition of patients and
determine a hierarchy of delivery
of service in an independent
manner.

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 रिश्तों 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?

Ans: Exchange of gifts is a clearly defined ~~area~~ area in the All India Services Conduct Rules.

a) As per Conduct Rules, an acceptable gift for a civil servant or immediate family

Members should be less than ₹ 5,000. If a gift exceeds the nominal value, it may be regarded as a bribe calling for disciplinary action.

b) Ethical issues involved in this case pertain to:

- i) Ethics in private life v. Ethics in public life.
- ii) Personal relations v. Duty Motive

c) Course of Action

- Since Conduct Rules are the legal-procedural tool governing the civil servants, the District Magistrate should abide by the spirit of the law and return the gift.
- In doing so, he could ask his friend to trade the gift with another gift of nominal value. It is the intention that matters, not the product.
- The DM should clarify in the public that in this gift-exchanging culture, he is not ready to keep civil services rules and values at helm.

Thus, in doing so, Immanuel Kant's 'principle of Categorical Imperatives' - Selflessness as a Moral Duty is invoked.

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?

Ans Recently, there have been various issues regarding declining values in journalism leading to a decline of trust in the institution to 8.1.

- a) Ethical issues involved are :
- Non-partisanship v. Commercialisation
 - Authenticity v. Sensationalization
 - Objectivity v. Judgemental Media

- b) Principles that need to be followed include:
- 1) Free and fair reporting
 - 2) Respect to democratic values
 - 3) Respect to objectivity
 - 4) Impartiality
 - 5) Institutional integrity

Thus, it is imperative that media ethics be involved for media to serve as the fourth pillar of democracy

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 फर्म 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 वरीयता के परिणामों पर प्रकाश डालिए?
- (c) क्या आप मानते हैं 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?

Ans: In the wake of rising racism, debate regarding fairness products sprang up.

a) Ethical issues involved include:

i) Human dignity v. Discrimination

ii) Respect for human values v. Prejudices

b) Consequences of preference for light skinned people

- i) Rise in discrimination against people on the basis of race, colour leading to violation of Article 15 of the Indian Constitution
- ii) An increase in prejudice i.e. negative attitude leading to negative behaviour seen in the travelling of Sameera Reddy on Instagram based on her colour
- iii) Superiority - inferiority complex leading to the weakening of the society
- iv) A rise in cases of mental health issues

c) Though legal and administrative measures can deal with the manifestation of such attitudes i.e. behavioural component, societal changes are required for prevention of the formation of such attitudes and beliefs. ~~See~~ through:

- i) Socialization process: awareness at society level, revised curricula at schools, etc.
- ii) Conditioning through visual and oral stories on human values

- iii) Rew and Punishment through
ostracisation of people who
discriminate
- iv) Creating role models on the
basis of action and emphasizing
on the aspect of success and ethics
over physical appearance

A person should be remembered
by his work rather than appearance