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GENERAL STUDIES (TEST CODE : 873)

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Medium Eng./Hindi	English	Registration Number	157044
Center	Online	Date	14/9/2017

INDEX TABLE

Q. No.	Maximum Marks	Marks Obtained
1(a)	10	
1(b)	10	
2(a)	10	
2(b)	10	
3(a)	10	
3(b)	10	
4(a)	10	
4(b)	10	
5	10	
6	10	
7	10	
8	10	
9	20	
10	20	
11	20	
12	20	
13	25	
14	25	

Total Marks Obtained:

Remarks:

INSTRUCTIONS

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

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EVALUATION INDICATORS

1. Alignment Competence
2. Context Competence
3. Content Competence
4. Language Competence
5. Introduction Competence
6. Structure - Presentation Competence
7. Conclusion Competence

Overall Macro Comments / feedback / suggestions on Answer Booklet.

1.

2.

3.

4.

5.

6.

All the Best

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

1. (a) The more remotely power is exercised from the people, the greater is the distance between authority and accountability. Discuss. 10
(a) जितना लोगों से सत्ता का प्रयोग दूर होगा, उतना ही अधिक प्राधिकारी और जवाबदेही के बीच अंतर होगा। चर्चा कीजिए।

Accountability of someone requires that their actions are visible. In a scenario where governments are responsible to the people for their actions as they act on their behalf it is essential that their actions are transparent and in public domain. It becomes easier for people to scrutinise their actions and increase their legitimacy. It keeps an automatic check on their actions and reduces incentives of corruption.

However certain actions regarding national security, law and order and foreign affairs can be kept confidential for the time being. It is seen that social audit and public hearing has given an increased empowerment to the

public. Though it may appear time consuming at the outset however it has made the development process more sustainable and acceptable.

Decentralisation empowers people and it is easier to hold the local officials responsible thus enhancing the ideals of democracy.

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

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

Compassion is a quality of being considerate and strongly feel for the plight of the disadvantaged. It helps in realizing public service goals as:

- (i) It helps to be connected with the masses and thereby helps in deliveringⁱⁿ a better way.
- (ii) Concern for the poor and deprived is in line with the Gandhian talisman of thinking about the actions of oneself on the most deprived.
- (iii) Alienation of poor and empowerment of weak strengthens the ideals of democracy, fairness and justice.

(iv) It can serve as a check against cronyism and corruption.

India has more than 50% of its population as multidimensionally poor. While at the same time several sections like old people, widows, SCs, STs and disabled are the worst hit. In such a situation compassion can not only be a first step in identifying with them but also be effective in motivating the public official to actively work towards achieving the goal of helping the weak.

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

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

The symbolic value of banning red beacon is an important beginning towards ending the VIP culture which has made public officials arrogant and unattached from the reality. Various bastions of VIP culture like:

- (i) Misuse of official resources for personal work like dropping children to school in official vehicle.
- (ii) Partying on official money and organizing meetings in high end hotels.
- (iii) A feeling of entitlements regarding free services or special treatment from others.
- (iv) Using official status as a way of getting

things done and colluding with contractors.

The VIP culture need to end and the public official needs to understand that certain privileges meant to said their official work cannot be misused or used to get undue favours. This will help to increase the public confidence in the officials and enhance the effectiveness of work.

2. (b) To what extent can financial incentives help shape attitude towards social issues? Discuss with relevant examples. 10

(b) किस हद तक आर्थिक प्रोत्साहन सामाजिक मुद्दों के प्रति अभिवृत्ति को आकार देने में सहायता कर सकते हैं? प्रासंगिक उदाहरणों सहित चर्चा कीजिए।

Financial incentives for behaviour change is often touted as a measure to bring social changes. It can make a beginning but there are doubts regarding its sustainability.

The Swachh Bharat Mission was intended to curb the menace of open defecation. However it has been found that even after construction of toilets people went outside. This points towards the need of information, education and awareness as tools to cement the financial incentives.

Similarly millions of rupees spent on the cleaning of Ganga would be effective if supported with other activities of social influence.

The Sukanya Samridhi Yojana by itself will not bring about a change towards the attitude towards girl child. It will be more insightful to see whether the money will be used towards educating the girl or towards her dowry.

As it can be seen that though financial incentives can be a part of bringing change but it needs to be accompanied by other enabling factors. Like the West Bengal scheme of Kanyashree that incorporates education as a factor to get the financial benefit.

3. (a) At times, moral behaviour can be constrained by the complexity of legal system. Explain. In this context, explain the purpose of legal protection for good samaritans in the case of road accidents. 10

(a) कई बार, नैतिक व्यवहार कानूनी प्रणाली की जटिलता के चलते निरुद्ध हो सकता है। व्याख्या कीजिये। इस संदर्भ में, सड़क दुर्घटनाओं के मामलों में संकट के समय सहायता देने वाले अच्छे व्यक्तियों (good samaritans) के लिए कानूनी संरक्षण के उद्देश्य को समझाएं।

The nation's legal system suffers from issues like being costly, associated time delays, inconvenience to appear at hearings, lack of whistleblower protection and police harassment. This often makes the common man see the judicial process as a burden and to be avoided at all cost rather than an apostle of effective and efficient justice.

This leads to issues like wariness among investors and nonjudicial vigilantism which can be detrimental for the legitimacy of judiciary as an institution. At the same time this entails a travesty of justice as the innocent witness does not come forward to help a road accident victim.

• The legal protection of good samaritan is an important step taken to look after his / her convenience and make sure that they are not harassed. This will help in saving lives as the samaritan will be motivated to act in the golden hour. Video conferencing for witness appearance will make the process smoother.

It is important that a person who aids justice is not harassed else he will avoid going through the unnecessary ordeal.

3. (b) Examine the different ethical issues involved in the use of public shaming as a punitive measure. Do you think this is an appropriate measure to address the problem of rising crime rates. 10

(b) दंडात्मक उपाय के रूप में सार्वजनिक रूप से लज्जित करने (public shaming) जैसे उपायों से जुड़े विभिन्न नैतिक मुद्दों का परीक्षण कीजिए। क्या आप मानते हैं कि बढ़ते अपराध दर की समस्या हल करने के लिए यह उपयुक्त उपाय है।

Public shaming of a criminal who has been convicted raises several ethical issues like:

- (i) Right to dignity of a person even if he has committed a crime.
- (ii) Proportionality of punishment as it can leave evergreen scars.
- (iii) Often an accused has to go through it which raises question on the ideal of innocent until proven guilty.
- (iv) Reformation of a criminal is an important aspect of punishment. It can take a toll as public shaming can decimate self confidence.

In light of the above ethical concerns I do not consider public shaming as an effective method of punishment. However areas where criminal can pose a danger after completing sentence, like a rapist, their information can be made public so that people are appropriately cautious. Otherwise the judicial system has enough tools to ensure proportionality of punishment along with avenues of reformation.

4. (a) Why did Gunnar Myrdal use the term 'soft state' in the context of South Asia? Do you think such a characterisation is still relevant in the case of India today? 10

(a) गुन्नार मिर्डल ने दक्षिण एशिया के संदर्भ में 'मृदु राज्य' का प्रयोग क्यों किया है ? क्या आप मानते हैं कि इस प्रकार का विशेषीकरण आज के भारत के संदर्भ में भी प्रासंगिक है?

Soft state is one which uses its influence and persuasion to shape the policies of other. It relies on values and culture. Gunnar used this term for South Asia as the region is often considered as relying on culture, religion, values, sports, arts and cinema as a tool of diplomacy.

It also points to the underdeveloped and developing tags of the nations of the regions while many of them rely on foreign aid and suffer developmental challenges like poverty and disease.

However such a viewpoint in the current scenario ~~is~~ hold little evidence. The elements of hard power

like economy and security stand ignored in this evaluation. The advancements made by the region in space (India), agroforestry (Nepal), rural development and textiles (Bangladesh), ~~trade~~ trade via ports (Sri Lanka) are proofs of the increased hard power.

The region is one of the fastest growing regions and has made progress in nuclear and missile technology. However having said that one must not underestimate the effectiveness of soft diplomacy in achieving goals of foreign policy.

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

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

Intolerance in Indian society has come to the fore due to incidents like cow vigilantism, killings of journalists, trolling of rationalists and the reaction including returning of awards and voicing of concerns by eminent people.

The linkages with prejudices and value judgements are apparent when one looks deeply at such issues. The tagging of contrarian viewpoints as anti-nationalists and anti establishment and labelling everyone who defends them with the same brush are at the root of the issues.

Questioning one's patriotism based on their views is a value judgement. At the same time viewing everyone of

a religion as holding similar views are prejudices.

The following measures can be taken to counter this:

- (i) An increased dialogue can help rectify viewpoints and manage miscommunication.
- (ii) Appropriate government response on incidents can raise public confidence.
- (iii) Proper IEBC activities for awareness can help identify prejudices.

The above enabling factors can help in introspection and rectifying steps.

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

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

The biggest travesty in the current scenario is the mainstreaming of corruption. Social attitude is seen to ignore the issue or worse justifying it as oiling the wheels of machine. This is evident as:

- (i) The public officials consider this as their entitlement and place the blame on others in the system or justify it for compensating their wages.
- (ii) The public has accepted it as a way of getting quick service at public offices.
- (iii) Retailing of corruption in everyday activities implies the spread of the menace.

Such a situation does not bode well for a country which has millions of deprived people and limited resources. This process is not sustainable and is destined to fall. In such a scenario the one who is scrupulous is mocked at and whistleblowers are victimised.

Stronger institutions, building public opinion against such actions and holding the corrupt accountable are essential steps in changing this social attitude

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

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

Public services attracts people for various reasons:

- (i) Service to nation and its people with an intention to improve the situation.
- (ii) Work diversity and challenges.
- (iii) Work satisfaction through service to the deprived.
- (iv) Lure of working conditions in form of accompanying benefits.

However perverse factors like corruption, lust for power and influence can not be neglected as contributing factors for some.

Also off late the sheen is slowly vanishing due to factors like working

conditions, political interference and general loss of confidence of public. Following steps are needed to keep officials motivated:

- (i) Improvement in working conditions like performance linked wage component and merit based promotions.
- (ii) Check on political interference and creation of an enabling environment where corrupt is punished while the good performers are appreciated.
- (iii) Career progression opportunities, higher education and recreation can increase work satisfaction.

Certain reforms in work conditions and environment can go a long way in keeping the public servant motivated.

7. Corporate Governance provides a framework that defines the rights, roles and responsibilities of various groups within an organization. (a) Elaborate the need to incorporate the principles of Corporate Governance to enhance the effectiveness of the public sector enterprises. (b) Identify the challenges specific to the public sector when it comes to the application of good practices of corporate governance. 10

कॉर्पोरेट गवर्नेंस वह ढांचा प्रदान करता है जो संगठन के भीतर विभिन्न समूहों की भूमिकाएं, अधिकार और उत्तरदायित्व परिभाषित करता है। (a) सार्वजनिक क्षेत्र के उद्यमों की प्रभावशीलता बढ़ाने के लिए कॉर्पोरेट गवर्नेंस के सिद्धांतों को समाविष्ट करने की आवश्यकता का सविस्तार वर्णन कीजिए। (b) जब कॉर्पोरेट गवर्नेंस की अच्छी पद्धतियों के अनुप्रयोग की बात आती है तो सार्वजनिक क्षेत्र के लिए विशिष्ट चुनौतियों की पहचान कीजिए।

- (a) The PSEs are suffering from various issues like poor performance and political interference. Corporate governance principle must be incorporated as:
- (i) It will help to improve their performance by fixing accountability and specifying responsibility.
 - (ii) It will help to reduce the political interference as specification of goals leaves less scope as everyone's role and rights are defined.
 - (iii) Improvement of service delivery.
- (b) Professionalism, efficiency and

accountability through corporate governance tools like agent analysis, stewardship, resource analysis can improve PSEs.

The various challenges include:

- (i) Lack of political will to let go of a bargaining chip.
- (ii) Resistance from PSEs as an adherence to status quo.
- (iii) Multiple agencies oversee and regulate the PSEs which leads to resistance to change and actions.
- (iv) Changes in workforce see objections from the unions.

Challenges of mindset and vested interests need to be overcome to bring a change in PSEs

8. Emotions, earlier considered as an irrational factor in decision-making, are now recognised as a critical factor of judgment. In this regard, answer the following questions: (a) How can Emotional Intelligence help in coping with the intense pressure and occupational stress faced by police officers and armed forces in discharge of their duties? (b) What are the some of the concerns in incorporating and assessment of emotional intelligence skills in public service? 10

भावनाओं को, जिन्हें निर्णय लेने में पहले एक अतार्किक कारक माना जाता था, अब निर्णय का महत्वपूर्ण कारक माना जाता है। इस संबंध में, निम्नलिखित प्रश्नों का उत्तर दीजिए:

(a) अपने कर्तव्यों का निर्वहन में पुलिस कर्मियों और सशस्त्र बलों द्वारा सामना किए जाने वाले तीव्र दबाव और कार्य सम्बन्धी तनाव (occupational stress) का मुकाबला करने में भावात्मक प्रज्ञता (Emotional Intelligence) किस प्रकार सहायता कर सकती है?

(b) लोक सेवा में भावात्मक प्रज्ञता कौशल को समाविष्ट करने और आंकलन सम्बन्धी कुछ चिंताएं क्या हैं?

(a) Emotional intelligence can help police force and armed force in the following way:

- (i) Creation of an amicable work environment.
- (ii) Effective dialogue with others and resolution of disputes.
- (iii) Improving inter personal relationships which can improve teamwork.
- (iv) Handle personal issues of isolation and improve work family balance.

The Buddy program of BSF and communication with Army general are

Effective ways of building EI.

(b) Incorporation of EI in public service can improve performance and work environment. However concerns include :

- (i) It can lead to informalisation and breaking of official hierarchy and discipline.
- (ii) The line between seniors and colleagues becomes blurred.
- (iii) ~~Assessment~~ Assessment of EI is subjective and may not bring out the correct picture leading to false assessment.

EI is considered a soft skill with the main focus being on service cores. However it has immense potential to supplement and improve performance.

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

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

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

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

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

(a) The various stakeholders include:

- (i) Company management whose interest include higher profits by cutting costs.
- (ii) The recruiting manager who faces a dilemma of following meritocracy or taking the management line.

- (iii) The candidates who expect fairness in the recruiting process.
- (iv) Society at large which aims at the empowerment of weak and deprived.

(b)

The recruiting manager faces several dilemmas due to conflicting orders and goals. The ideal aim of recruitment should be a balance between fairness in process and the best for the interest of company.

However these two goals can be complementary if the process is fair and based on meritocracy which will be in the long term interest of the company.

At the same time orders from higher officers also need to be kept in mind for your own place in the company as well as for the sake of discipline.

The ethical and value system of the recruiter is also important as he considers the order as discriminatory.

(C) Various options available to me include:

- (i) To agree with the management: This might appear to be in the benefit of the company and for my job security. However in the long run it can be detrimental for the company and lead to dissonance on my part.
- (ii) Leak the company's stand to media in order to bring about a change in its policy. This will lead to a poor image of the company and is against professionalism.
- (iii) Ignore the management instructions. This can however jeopardise my position and job.

A better approach will be to try every approach to make the management see the bigger picture by telling them that such a recruiting policy is illegal and can hurt company's interest in long term. A further step can be to initiate a discussion with other colleagues.

However if all this fails to convince the management I will refuse to follow the recruitment order and without recusing from the job will go forward to recruit on basis of merit and face the consequences.

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

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

- (a) What are the ethical issues involved in this situation?
- (b) Given how other professions price their services, discuss the feasibility of capping the amount of fees charged by doctors and private hospitals.
- (c) How can the provision of quality services and need for profit be reconciled with society's interests in this case? 20

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

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

- (a) Ethical issues involved include :
- (i) Profit making principle at the expense of a helpless patient.
 - (ii) Inequity as the poor cannot afford such health services.
 - (iii) Abdication of government responsibility to provide public services and regulate the private sector.
- (b) Private professions usually charge on the basis of services provided, customer satisfaction and results. However in the health services due to asymmetry of information and non appropriate metric of performance, the patient is helpless to pay the bills charged on the whims of the private health provider.

Capping of fees in such a subjective scenario raises issues of excessive government interference as well as effectiveness

of such a step in absence of proper enforcement. However keeping in view the high out of pocket expenditure a reasonable cap in consultation with all stakeholders can be a way forward.

However this must be accompanied with a proper regulatory framework to keep a check on unethical practices.

- (c) The goals of quality service, need for profit and society's interest of equity can be reconciled by:
- (i) Self regulation of private service providers to check unethical practices.
 - (ii) Proper government regulation and monitoring accompanied with proper actions against defaulters.
 - (iii) ~~Ps~~- Enabling competition among private players as well as public service will be in favor of the patient.

- (iv) Reasonable profit is allowed but it should be strictly audited and open to public scrutiny.

Balance between conflicting goals of profit and affordable quality service needs the intervention at various stages by all stakeholders.

11. You are the District Magistrate in a district where a significant number of transgenders reside. While discrimination against the community is well known, commuters increasingly complain of harassment at their hands, especially at traffic junctions where transgenders are mostly involved in begging. This, at times, also leads to traffic management issues. You have received a number of complaints in this regard and have to act quickly to resolve it. However, a group of transgender associations argue that begging is their only source of livelihood.

Given the situation, answer the following questions:

(a) Describe the ethical issues involved in this case. Discuss the attitude of people towards transgenders in general and reasons for the same.

(b) What possible courses of action can be undertaken in such situations? Discuss their merits and demerits. 20

आप ऐसे जिले में जिला मजिस्ट्रेट हैं जहां ट्रांसजेंडर की बड़ी संख्या रहती है। यद्यपि इस समुदाय के विरुद्ध भेदभाव सुविदित है, तथापि यात्री उनके हाथों, विशेषकर यातायात जंक्शनों पर अधिकाधिक उत्पीड़न की शिकायत करते हैं, जहां ट्रांसजेंडर अधिकांशतः भीख मांगने में शामिल होते हैं। कभी-कभी, इससे यातायात प्रबंधन की समस्या भी पैदा होती है। इस संबंध में आपको कई शिकायतें मिली हैं और इसे हल करने के लिए शीघ्र कार्रवाई करनी है। हालांकि, ट्रांसजेंडर संघ के एक समूह का कहना है कि भीख मांगना उनकी आजीविका का एकमात्र स्रोत है।

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

(a) इस प्रकरण से जुड़े नैतिक मुद्दों का वर्णन कीजिए। ट्रांसजेंडर लोगों के प्रति जनसामान्य के सामान्य दृष्टिकोण और उसके कारणों पर चर्चा कीजिए।

(b) ऐसी स्थिति में क्या संभव कार्रवाई की जा सकती है? उनके गुणों और अवगुणों पर चर्चा कीजिए।

(a) The ethical issues involved in this case are :

- (i) Discrimination against transgenders
- (ii) Begging as a practice .
- (iii) Concerns of public regarding harassment .

- (iv) Traffic issues due to begging.
- (v) The dismal situation of transgenders with begging as their lone livelihood source.

Prejudices against transgenders lead to a social attitude of hatred against them. They are discriminated against and exploited and harassed. This restricts their livelihood and normal day activities. The reasons for such an attitude include:

- (i) Lack of awareness about transgenders being natural.
- (ii) Lack of sensitivity and respect for equality and human rights.
- (iii) Sense of entitlement and considering the transgenders as deprived or disabled.
- (iv) Lack of government support and popular media. A distorted image of transgenders and their condition being mocked at.

- (b) Various course of actions include:
- (i) Banning begging at traffic junction to resolve traffic issues and prevent public harassment. However this will disempower transgenders and take away their lone livelihood.
 - (ii) Taking no action can lead to conflict and law and order situation. Also public complaints and traffic issues cannot be ignored.
 - (iii) A better approach is a multipronged one where in the short term guidelines for begging can be issued so that public is not harassed and it only happen while the light is red. Proper enforcement must be ensured.

In the longer term alleviation of transgenders is needed. This has to work at social level by changing social

attitude towards them as well as economic level by providing and enabling them to find respectable work.

The SC in NALSA case judgement has recognised transgenders as a third gender and asked government to provide for reservations to this deprived section. Social action must move in tandem.

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12. Mr. X is the head of an NGO working in the field of environment conservation and protection. He is in dire need of funds for the NGO's operations and payments to his staff. He is approached by an official of a large infrastructure company, who is ready to provide the required funding for the NGO. But, in a quid pro quo, he asks Mr. X to raise objections over the bypassing of Environmental Impact Assessment (EIA) norms in an ongoing PPP project through his NGO. This project is being implemented by a rival infrastructure company. Mr. X knows that there have been instances of high level corruption in the process of granting EIA to mega projects and the information provided by the official seems to be authentic. Hence, he accepts the money and agrees to raise the objection.

(a) Considering the circumstances of the case, is Mr. X correct in accepting the money? Give appropriate reasons for your answer.

(b) If you were in place of Mr. X, what would have been your course of action? Give reasons for it. 20

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

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

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

(a)

Accepting money for raising objections is not ethical in this case as the quid pro quo raises questions over the working of the NGO. ~~corrupt~~ It should have raised objections if it knew about the corruption in giving EIA approval.

The objections raised by the NGO will not be sustainable as they run into the danger of being not accepted by court due to the fact that the NGO accepted money from a rival. This will raise questions on the motives of the NGO.

The NGO will also not have achieved its objective of environment conservation as it did not object earlier despite knowing about corruption. This will vitiate its work culture and decimate its performance.

SC has recently urged that NGOs and PILs should not act as a front to take on rivals.

(b)

If I was in place of Mr. X I would have refused money as a quid pro quo as doing otherwise will be against the ethical principles as well as the values of the NGO.

I would have taken the following steps to improve the financial situation of the NGO:

- (i) Seek government support via appropriate schemes.
- (ii) Sensitise public about the dire need and inability to act on environment as a consequence.

- (iii) Request for donations through lobbying philanthropists and environmentalists.
- (iv) Advertise and publicise about the NGOs activities in the past to elicit support.

It is better to slow down the operations for a while and reduce the scale until the financial condition improves rather than compromising on personal and organisational values.

Also technology is a cheap tool which used effectively can help to expose the corruption in granting EIA as well as crowdsource funds.

13. You are a civil servant posted in a state where elections were recently held. The newly elected Chief Minister had promised to ban alcohol in several of his election campaigns as well as his election manifesto, which was widely praised and supported by women of the state. Fulfilling his electoral promise, the Chief Minister has ordered a blanket ban on the sale of alcohol in the state. Following the ban, concerns have been raised about the feasibility of the ban and whether the government should interfere in what is considered by many to be a matter of personal choice.

(a) Who are the stakeholders in this case and how are they affected by the ban?

(b) Is blanket ban on alcohol a feasible action?

(c) Identify the issues that may arise while enforcing the ban and the steps you will take to handle them, as a civil servant.

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

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

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

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

(a) The stakeholders include :

(i) The political party which ensures public support by fulfilling its promise.

(ii) The women who were affected by alcohol will be rejoiced and have confidence in

the party and government.

- (iii) The alcoholics who will be seeing the ban as a violation of right to choose and restrictive.

The government revenues will be hurt due to excise loss. Also there will be an increase in underground supply which can lead to:

- Money laundering
- Crime
- Spurious liquor.

- (b) Blanket ban on alcohol impacts government revenue and needs large workforce to effectively implement it. The states which have banned it like Gujarat have been ineffective in enforcing it as it continues to flourish underground.

On the legal front many feel that an adult has the right to choose and in a democracy one has the freedom to make choices for oneself. Even if after knowing about all effects if a person wants to drink alcohol it is not the states position to restrict it.

Increase in drugs, spurious alcohol and underground activity leads to deterioration in law and order. However considering that alcohol leads to poverty and health problem along with social issues like drunk driving and misbehavior certain restrictions should be in place.

However a blanket ban can lead to unintended consequences and often fails to achieve the objective.

- (C) Issues in implementation
- (i) Lack of proper enforcement - proper capacity building, intelligence and stringent action can serve as a deterrent.
 - (ii) Building of a public opinion against drinking by spreading awareness can aid enforcement and avoid protests.
 - (iii) Spurious alcohol must be tackled by proper controls on denatured spirits and methanol.
 - (iv) Spread of underground activity must be handled by appropriate punitive action as well as opinion building.
 - (v) Border controls and checks can prevent cross border supply.

Social attitude towards the issue can help the ban become effective. While at the same time stringent

action against violators can be supplementary
and exemplary.

14. Regulation and procedure of human clinical trials vary from nation to nation. Stem cell research, as an emerging biomedical field, requires approval for human trials and encounters multiple challenges. You are the head of a team of scientists who developed a new Tissue Engineering system, which appears to be a promising means of regenerating heart tissue. Trials of the system have already been conducted on animals and yielded good results. Millions of people suffering from critical heart diseases would benefit immensely if this medication is immediately made available to them. However, you need to conduct human clinical trials before it could be commercialised. It is also known that the stringent regulatory environment in the country will mean that human trials and final approval will take many years before it is made commercially available. On the other hand, regulation of clinical trials in many poor countries is weak and quick approval is possible. Many of your competitors also resort to human trials in these countries, often bribing the officials for getting quick approvals.

Given this situation, answer the following questions:

- (a) Identify the ethical issues which arise during clinical trials.
(b) Given the above situation, would you prefer to shift human trials to a third country where regulations are lax? Give reasons in support of your choice.
(c) Suggest a framework of standard procedure to minimise ethical conflicts and speed-up the approval process of new medicines.

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

दी गई परिस्थिति के अनुसार निम्नलिखित प्रश्नों के उत्तर दीजिए:

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

- (a) Clinical trials have often been discriminatory. Various ethical issues include:
- (i) Exploitation of poor and illiterate by lack of full disclosure and informed prior consent.
 - (ii) Perverse motives of profit making and quick approvals.
 - (iii) Side effects and long term consequence on the people with no obligations from those conducting trials.
 - (iv) Corruption and lack of adequate norms make the poor and weak more vulnerable to unethical trials.
 - (v) Lack of care and compensation in case of adverse consequences.

The developing nations have emerged as the locations for clinical trials due to lack of protective norms and a vast poor deprived population.

- (b) Shifting trials to a third country with lax regulations will be wrong as:
- (i) It is unethical to exploit loopholes at the cost of poor people.
 - (ii) It will be unsustainable as the nation will become resilient to trials in the future.
 - (iii) Exposure will bring a bad image for the company and will not only invite a stringent legal action but also destroy the brand image.
 - (iv) Unintended consequences can lead to large liability in absence of legal certainty.
 - (v) The action can affect marketing of the process in the country as well as elsewhere.

In view of the above and for sake of legal certainty and sustainability it

will be more prudent to conduct the trial under proper guidelines.

- (C) A proper framework for clinical trials should have following objectives
- Legal certainty and sustainability.
 - Improve brand image
 - Considerate about the people.

The essential elements of the procedure should be :

- (i) Informed prior consent by proper and full disclosure of actions that will be taken in case of various different exhaustive scenarios.
- (ii) Proper approvals from the regulatory and local agencies.
- (iii) continuous monitoring of the people and obligation should be defined in case of unintended consequences in form of

compensation, care and recuperation.

In order to speed up approval of medicines proper regulatory mechanism and scientific panel is needed. The paperwork can be digitised and proper timelines can be defined. Norms for recall of approval should also be there as a preventive measure.

