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GENERAL STUDIES (TEST CODE : 1494)

Name of Candidate	ASHU TOSH KUMAR		
Medium Hindi/Eng.	ENGLISH	Registration Number	657129
Center	LUCKNOW	Date	31/10/21

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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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

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

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

Probity in governance refers to the practice of adhering to principles of honesty and integrity in governance. For eg: practice of auditing of all accounts in administration to bring out the cases of extravagance, corruption.

Probity enhances transparency

- 1) It enhances transparency by ensuring "sun-moto" disclosures by government departments. eg: RTI Act provision.
- 2) It ensures that citizens are timely able to access the information in their regional languages. eg: RTI Act mandates PIOs to provide information to citizens within 45-30 days.
- 3) It reduces chances of corruption. For eg: Government procurement via GeM

portal.

Thus,
Probity enhances transparency in several ways.

Probity enhances accountability

1) Probity ensures that civil servants are answerable to people regarding "quality of service delivery". For eg: citizen's charter.

2) Probity ensures that there is institutional accountability of civil servants. For eg: Prime Minister monitors implementation of flagship schemes via PRAGATI platform and holds ministers/civil servants accountable for lackadaisical attitude.

Thus active steps should be taken to enhance probity in governance and make it a part of work culture. Active incentives should be designed to ensure probity.

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।

Human heart is full of love.
Both the values of empathy and comp-
-assion flow from heart.

Empathy is the ability to step in
other persons' shoes to actually compre-
-hend what the other person is going
through. For eg: Dr. Kalam empathised
with ~~too~~ his subordinate and took his
children for picnic because he was busy
in work.

Compassion is ability to under-
-stand other person's pain and sorrows
and taking steps to actively help
him/her. eg: when Dr. Kalam was
director at DRDO, he removed glasses
from walls so that birds wouldn't
get hurt.

Importance of Compassion in administration

1) Compassion ensures that constitutional ideals of social, economic and political justice is actively ensured.

2) Compassion ensures that society's weaker section get active help to live a healthy, safe and dignified life.

For eg: opening Jan Aushadhi stores to dispense subsidised medicine is a policy inspired by compassion.

3) Compassion ensures that weaker section are able to get equal opportunities and to prosper at par with forward section of society. For eg:

UPSC has started special helpline to help SC/ST/OBC students to file forms and documents.

The need of the hour is to have more compassionate policy makers and administrators to ensure holistic growth.

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

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

Ethics is the systematic study of rightness and wrongness of an action. "Law is the command of sovereign power" (Thomas Hobbs).

Ethics in conflict with law.

For eg: ethics suggests that every criminal should be given a chance to reform and ethics is against the death penalty.

However in case of brutal and heinous rape of Nishkaya in Delhi, the entire conscience of nation was shocked. In that case law prescribed "death penalty". In such a case, the ethics comes in conflict with law.

Even Supreme Court in Bachhan Singh case has held that "death penalty" can ^{be} given in "rarest of rare cases".

Law in Conflict with Ethics

For eg: ~~the~~ Section 377 of IPC had criminalized the consensual same-sex relations. In this case, the ethics calls for "right to privacy and dignity" of individuals. However law violated it.

Similarly the Nuremberg laws of erstwhile Nazi Germany deprived Jews of their citizenship and paved way for their large scale extermination. This law, again, was in conflict with ethics of "equality and dignity of all citizens".

~~The~~ Due to this reasons, democratic countries like India have concept of "judicial review". In these case, Supreme Court examines if law is in line with constitutional ethics & morality. If it is not so, such law can be declared null and void.

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

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

Emotional Intelligence, as defined by Daniel Goleman, is the ability of person to: -

- 1.) understand his/her emotions
- 2.) regulate his/her emotions
- 3.) regulate the emotions of people around.

4 Components of Emotional intelligence are:

- 1.) Self Awareness: awareness of one's own emotional state.
- 2.) Self-regulate: ability to control and channelize emotions for positive use.
- 3.) Social awareness: awareness of social conditions.
- 4.) Social regulation: manage social relations.
eg: when Gandhi was the even out- of train in South Africa, he regulated his emotions

and ~~the~~ started a fight against discrimination against entire Indian Community.

Role in administration:

- 1) It helps civil servants to motivate the subordinates to work towards goals.
- 2) It helps in maintaining law and order. For eg: during protest in Bengaluru, Deputy Police Commissioner ~~cat~~ channelized the emotions of protestors by asking them to sing Jan-Gana-Mana. This helped in averting and law & order situation.
- 3) It helps managing the administrative stress and enhances the productivity at workplace.

Thus there is a need to have regular workshops and in-service training for administrators to improve their emotional intelligence skills.

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

(a) Integrity and Honesty

सत्यनिष्ठा और ईमानदारी

(b) Objectivity and Neutrality

वस्तुनिष्ठता और तटस्थता

(c) Impartiality and Non-partisanship

निष्पक्षता और गैर-तरफदारी

(d) Accountability and Responsibility

जवाबदेही और उत्तरदायित्व

(a) Integrity is the characteristic of adhering to the moral values and principles one believes without any deviation.

Relevance: Integrity helps in ensuring the excellence in service delivery, harmonious work culture.

Honesty: means adhering to truth and not indulging in lies/cheating.

Relevance: It ensure effective utilization of public funds and reduces the scope of black money in economy.

(b) Objectivity: It means examining the cases on merit without any bias or prejudice.

Relevance: It ensures that civil servants take decisions while looking at merit of the case. This makes civil servants open to all idea and enhances "risk taking aptitude".

Neutrality: It means civil servants are not affected the changes in politico-administrative environment.

Relevance: It ensures that civil servants effectively serve all the governments, no matter which party it belongs to.

(c) Impartiality: It means civil servants treat all citizens equally without any special privilege or discrimination towards any.

Relevance: Helps in ensuring dignified and courteous treatment of all.

Non-partisanship: It means that civil servants are not supportive or anti-towards any political party.

Relevance: It ensures continuity in administration and effective administration even after elections.

(d) Accountability: It refers to answerability of civil servants for all their acts of omission or commission.

Relevance: It ensures that civil servants exercise their power and discretion in "public interest" and do not misuse it.

Transparency: It refers to the free availability of official decisions to the public.

Relevance: It ensure that all relevant information are available to citizens and ensures that officials take decisions in open and transparent way.

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।

Lie refers to practice of telling a particular information incorrectly or in a distorted form.

Lie can be morally wrong or correct depending on circumstances.

Lie: Morally wrong

Individual: Suppose if a child lies about the marks obtains by him/her, it would be morally wrong. This is because he/she is supposed to report truth to his/her parents even if it's better.

Administrative: Suppose government lies about budgetary losses (fiscal deficit), then it will be immoral. This is because taxpayer's have right to know that how well is government functioning and how efficient their money is being spent.

Lie: morally correct

Individual: suppose a ~~not~~ person lies about a child if kidnappers are looking for him, then it will be moral. This is because aim of ~~lie~~^{lie} is to protect life of the child.

Administrative: Suppose a police officer lies about his/her identity to catch a group of drug peddlers then it will be morally correct. This is because aim of lie is to reduce crime and to protect the youth of nation from drug addiction.

Thus the lie by itself does not become immoral or moral. The circum-
-stances behind it grant it moral or immoral status.

Nevertheless, our schools & education system should teach children not to lie in regular circumstances because lies destroy person's soul & reputation.

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?

Attitude and aptitude are 2 different qualities which can lead to an effective civil servant.

Attitude refers to a person's thoughts, feeling and behaviour towards another person, object or circumstance. For eg: Negative attitude: Other people are always complaining about me. Positive attitude: I will overcome all challenges no matter how hard they are.

Aptitude refers to ability of a person to acquire skills, understand particular concepts/ideas. Aptitude is primarily inherent. Example: physical aptitude (minimum 160cm height for IPS officers), mental aptitude tested by Aptitude Test in Civil Services examination.

Attitude expected of civil servants:

- 1) Never Give up attitude: Attitude to meet all challenges with enthusiasm and working hard to succeed.
- 2) positive attitude: To see opportunities in adversities and capitalize on them.
- 3) moral attitude: To always adhere to highest moral values and ethical standards like integrity, impartiality etc.
- 4) Pro-poor attitude: To always work to ensure last mile delivery of services to disadvantaged section.
- 5) non-partisan political attitude: To not take side of any party in power and to serve all the governments to best of their capabilities.

Apart from having these attitude, Civil Services also needs to shed "inward-looking, elitist and apathetic attitude" as suggested by 11th ARC.

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?

Gandhiji is rightly called as "father of Nation". He gave a talisman for all - "whenever you are in doubt about what decision to make, just recall the face of the poorest man you have seen and imagine whether your actions are going to help him or not".

Gandhiji's talisman has very high relevance in day-to-day ethical dilemmas:

- 1) economic dilemma: to use pocket money for buying a new mobile phone or donating it for PM Care Funds. It can guide a child to donate his/her funds to PM Care.
- 2) social dilemma: to get one's toilet cleaned manually or to work for upliftment and dignified life of manual scavenger. Gandhiji's Talisman can guide a person to take manual scavenger to a PM Kaushal Vikas Kendra so that he/she can learn some skills and lead a valuable life.

3.) Ecological dilemma: To open a new thermal power plant or a solar plant. Government can decide to adopt for renewable energy by adhering to Gandhiji's Talisman.

4.) Administrative dilemma: To ^{take} action against a polluting firm in which environment secretary's son is a shareholder. In such case Gandhiji's Talisman can guide environment secretary to take penal action against a polluting firm.

There is a need to actively propagate and popularize Gandhiji's Talisman across schools, colleges, businesses, civil society. At same time, simple and easy ways to implement it in our day-to-day life ~~with~~ should be popularized. This will help in building kind and compassionate global community.

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

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

Attitude refers to way person thinks, feels and behaves towards persons, people, situations, objects etc.

Attitude shaped by social experience:

- 1.) A child born in a family with very conservative practices and with discrimination against girl child will form similar attitude towards women.
- 2.) A child in free, liberal and democratic countries like USA where girls and boys have same right will develop similar attitude.
- 3.) Sometimes we can see that social experience in Taliban-dominated Afghanistan has shaped the attitude of women who strongly resist Taliban rule.

Attitude shaped by circumstances:

- 1.) A child who has witnessed extreme poverty in his/her childhood can develop strongly compassionate attitude towards plight of weaker section of society.
- 2.) A person who has been deceived or cheated can develop a similar attitude of distrust towards all strangers in society.
- 3.) For eg: Recently a girl who had her legs amputated developed a "Never give up attitude". She recently climbed the highest peak Mt. Everest with her prosthetic legs.

Attitude, thus, is strongly shaped by social experiences and circumstances. In such situation, schools, universities and families should strive to provide children a favourable and ethical social experience so that they too can develop healthy attitude.

6. Explain the following terms with suitable examples.

(10)

उपयुक्त उदाहरणों के साथ निम्नलिखित पदों को स्पष्ट कीजिए।

(a) Beliefs

विश्वास

(b) Values

मूल्य

(c) Norms

मानदंड

(d) Principles

सिद्धांत

(e) Morals

नैतिकता

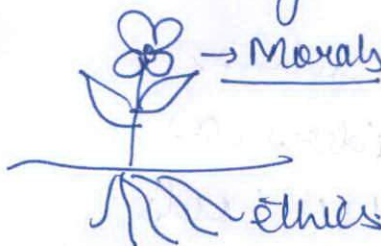
(a) Beliefs → These are those ideas that we accept as true without striving for verification. For eg: It is my belief that all people inherently are good-natured.

(b) Values → These are those ideas, beliefs that a person considers as valuable and important. He/she holds his/her values in high regards. For eg: Gandhiji steadfastly believed in values of non-violence and simplicity and hence he promoted Khadi.

(c) Norms → these are generally followed rules by members of a society, organization. For eg: it is the norm that eldest male member will be head of family in patriarchal societies.

(d) Principles: These are the fundamental laws or rules that form core of a person's, society's, organization's value system. For eg: Directive Principles are fundamental in governance (Article 37 of constitution).

(e) Morals: These are those values that help a person to judge rightness or wrongness of his/her actions.

 → Morals ethics is the base,
while morals are its
manifestations.

eg: Right to life and liberty are moral and natural rights of any individual.

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।

utilitarianism is a theory which emerged in works of Jeremy Bentham. Bentham held that God has placed mankind under command of 2 masters: pleasure or pain". Thus each person wants to maximize pleasure. At level of society, utilitarianism refers to "greatest good of greatest number".

Influence of utilitarianism:

- 1) It suggests that actions are judged benefits it produces to society. For eg: in earlier times leprosy patients were killed to protect other people.

2) However utilitarianism has been criticized on many grounds:-

- 1) it ignores the "fundamental human dignity of all" which is "categorical imperative" according to Kant.

2) It neglects the plight of vulnerable marginalized section of society.

For eg: during COVID vaccination, a utilitarian policy would have favoured vaccines to youth as they have maximum utility for society. However governments across world looked at "moral ground" of identifying most vulnerable - i.e. 60 years and above citizen. They were given first priority in vaccination.

3) utilitarianism makes society "morally incompetent". Society fails to develop values like compassion, empathy, integrity. ~~Jeremy~~ J.S. Mill called "utilitarianism" as pig's philosophy.

4) In public administration, utilitarianism would make government favour such who contribute most to taxes and ignore such. This would be against the Rawlsian principle of "Justice is fairness".

Thus utility needs to be balanced along

with other moral values to ensure holistic progress of all.

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।

Ethical dilemma refers to a situation in which it becomes difficult to identify correct course of action due to competing demands and values.

Types of ethical dilemma:

- 1) Personal vs Public interest: eg: passing order against a firm in which one's own friend is a shareholder.
- 2) Law vs Conscience: for eg: denying ration to poor old woman if she fails to produce proper documents.
- 3) Compassion vs Efficiency: Spending money for constructing hospital or for improving digital infrastructure in government departments.
- 4) Conscience vs Profit: To accept a lucrative post-retirement benefit in lieu of a favourable discretionary order.

Resolving ethical dilemma require strong intellectual aptitude, emotional intelligence and ethical mindset.

To resolve dilemma a of question should be asked while deciding a course of action:

- 1) will action contemplated be in public interest?
- 2) is action legal?
- 3) is action ethical?
- 4) will action affect the lives of most down trodden?
- 5) what will be its impact on organization?
- 6) Does my conscience accept this action?

Based on following question, a dilemma should be decided. Though the decision may be not be easy at times, however Gandhiji's Talisman comes to our rescue. It says that "whenever in any doubt, imagine the face of the poorest man and think whether your actions will help him or not."

SECTION – B

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

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

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

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

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

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

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

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

(a) इस प्रकरण में सम्मिलित विभिन्न नैतिक मुद्दों की पहचान कीजिए।

(b) आपने प्रबंधन को अपनी कार्यशैली में परिवर्तन लाने और पूर्व में दिए गए आश्वासन के अनुसार कार्य करने के लिए समझाने का प्रयास किया, लेकिन कोई लाभ नहीं हुआ। ऐसे परिदृश्य में, नीचे दिए गए विकल्पों पर विचार कीजिए:

1. संगठन द्वारा दिए गए कार्यभार का पालन करेंगे।
2. संगठन के कार्यकलापों के विरोध में अन्य संवाददाताओं के साथ काम करेंगे।
3. नौकरी छोड़ देंगे।
4. संगठन की कार्यशैली पर आवाज उठाएंगे।

इनमें से प्रत्येक विकल्प के गुणों एवं दोषों का मूल्यांकन कीजिए और कारण बताते हुए, अपनी अधिमानित कार्यवाही का सुझाव दीजिए।

Media is considered as "4th pillar of democracy". Media is expected to report the events in unbiased and correct manner.

(a) ethical issues involved in case

1) Particular individuals are being targeted by media channel which goes against the principles of impartiality and grossly violates media ethics.

2) Targeting individuals destroys their "right to reputation" which is a fundamental right under Art 21. (Kiran Bedi case)

3) Media is pressuring reporters thereby violating the contract & terms of work.

Also it is abusing its position of authority.

4) other reporters who left the organization are not blowing the whistle out of economic compulsions. There is an element of fear.

5) This way I myself have been subjected to pressure to compromise on my values and engage in targeting individuals.

The fundamental issue is violation of media ethics and pressure on me to compromise with my ethics.

(A) options 1: follow the organisation's task.

Merit

- ⊙ safety of my job during slowdown
- ⊙ chances of promotion

demerit

- ⊙ undermines my values of working for downtrodden
- ⊙ I target reputation of other individuals.
- ⊙ crisis of conscience in me.

options 2: work with other reporters to protest.

Merit

- ⊙ collective action by reporters can force management to change its ways.
- ⊙ it can generate awareness of company's

Demerit

- ⊙ chances that many reporters along with me lose their job.
- ⊙ other reporters may inform company

unethical practices
among other unaware
employees.

management about
my actions.

option 3: leave the job

Merit

- ① I can be saved from engaging in unethical practices.
- ② helps me in protecting voice of my conscience.

Demerit

- ① Company will continue with its practices.
- ② It will be ~~morally~~ economically harmful for me.
- ③ It's morally wrong for me to allow the illegal/unethical activity to continue.

option 4: Blow the whistle

Merit

- ① It will apprise company/regulators about company's illegal activities.
- ② It will put pressure on company to mend ways as viewers and public will demand accountability.

Demerit

- ① possibility that my name as whistleblower may leak out which may affect my job.
- ② If channel loses its credibility, then it may shut down and I will lose my job.

Preferred course of action:

- 1) First I will try to coordinate with other like-minded experts and try to approach ^{management} collectively. This may exert pressure on them to change ways.
- 2) If still it doesn't work, I will blow the whistle and inform media regulators (eg: Press Council of India) about unethical working ways of company. I will not be afraid of its impact on job ~~as~~ because earning "livelihood via wrong means" is one of "Gandhiji's 7 sins".

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

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

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

आप एक ऐसे पहाड़ी जिले के जिलाधिकारी हैं, जो हाल ही में आई आकस्मिक बाढ़ और भूस्खलन से प्रभावित हुआ है, जिसके कारण आपूर्ति मार्ग बाधित हो गए हैं। आपको अवगत कराया जाता है कि क्षेत्रीय दुकानदार विभिन्न वस्तुओं की कीमतों में भारी वृद्धि करके इस स्थिति का लाभ उठा रहे हैं। इसका एक उदाहरण आपूर्ति की अड़चनों का हवाला देते हुए एक ढाबे द्वारा एक परांठे के लिए 250 रुपये वसूलने का मामला है। अन्य लोगों द्वारा भी परिवहन और अन्य सेवाओं के लिए अत्यधिक कीमत वसूलने की सूचना मिली है। इस कठिन स्थिति को देखते हुए कानून व्यवस्था के मुद्दे भी सामने आए हैं, क्योंकि लोगों ने बढ़ी हुई कीमतों के विरोध में दुकानों पर धरना-प्रदर्शन का सहारा लिया है। 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, ऊंची 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।

Natural disasters usually disrupt supply chains, cause shortage of resources and lead to moral & ethical dilemma of "limited goods, unlimited desires".

Stakeholders involved in case:

- 1) people of district
- 2) shopkeepers
- 3) transportation & other service providers
- 4) police
- 5) district administration and me as DM.
- 6) ^{National &} State Disaster Management / SDRF / NDRF

(a) Issues involved:

- 1) people of district → They are in dire need of daily and essential goods which have become costly. At same time, lack of relief is forcing them towards picketing.
- 2) shopkeepers → They are facing shortage of supply and see the disaster as opportunity to earn profit and they believe higher prices promote judicious use.
- 3) transportation service providers: Due to poor connectivity, they are charging high prices. This is affecting availability of essential goods and services.
- 4) police → has to be vigilant to prevent any law and order crisis. People might get aggressive while picketing. However they

have to maintain calm and deal this challenging situation compassionately.

- 5) district administration as me as DM : has to ensure that essential goods are available to as many people as possible. At same time, There has to be coordination with shopkeeper over issue of prices.
- 6) SDRF/NDRF → They have to ensure timely opening up of supply chain and connectivity.

(b) I will take following action:

- 1) ensure availability of essential medicines, food and clean water to weaker and marginalized section of society. India as a "welfare state" is obliged to take care of them.
- 2) I will engage with shopkeeper community and make them aware that they cannot charge prices more than MRP legally. At same time I will also prepare a list of essential commodities whose prices should be kept in a reasonable limit. (under Disaster Management Act) I will also ^{try to} persuade shopkeepers to not

profit excessively over people's crisis.

3) I will work with police administration to ensure that law and order is maintained in district. While peaceful demonstrations are fundamental right under Article 19, people's life and property should not be damaged.

4) Next I will contact SDRF/NDRF and state administration to ensure that connectivity to district is restored and meanwhile I will send a request for relief supplies of essential goods to be airlifted to my district. This will help in tackling shortage of essential goods.

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 आवंटन 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।

"Once in a century crisis", COVID-19 overwhelmed health and administrative resources. In this context measures like "rationing" merit

an ethical debate

(a) in favour of rationing

- 1) Rationing is a "necessary evil" during a crisis. from utilitarian ethics point of view, rationing will ensure "greatest good of greatest number".
- 2) ^{without} Rationing, precious resources will be spent in un-planned manner leading to even worse outcomes.
- 3) for a society → rationing allows it to distribute resources according to its laws, traditions and customs.
- 4) for government → rationing helps in maximizing public health benefit.
- 5) Efficiently planned rationing of health resources can help in containing the spread of disease. This will provide hope and wide window of opportunity to turn around the crisis.

Against rationing:

- 1.) Rationing leads to violation of individual rights and dignity.
 - 1.1) Immanuel Kant: He has remarked that "each man is an end in itself. No one ought to treat other as means to an end".
- 2.) Justice: Rationing goes against the Rawls idea that "every person possess certain invariable rights founded on principles of justice".
- 3.) discrimination: During ration, weaker and marginalized sections of society can be discriminated. eg: rich people cornering most resources.
- 4.) un-equity: Rationing without equity can lead to class, religion, caste, region based differences which can cause conflicts.

(b) principles that should guide health-workers facing dilemma:

- 1) Balance: workers will have to balance the utilitarian principle of "efficiency" with principle of "equity" based on justice and dignity.
- 2) Efficiency: Ensure that health-resources are ~~utilized~~ utilized in planned way to ensure best output.
- 3) Equity: Ensure that there is equitable distribution of resources among various social groups.
- 4) Need: Prioritize those who are most vulnerable and those who are in maximum need of health resources.

For eg: In India, vaccination programme was opened up in following order:

4.1) 1st priority: most vulnerable i.e. frontline workers including doctors, police etc.

4.2) 2nd priority: old people above age of

60 and those above 45 who have co-morbidities -

4.3) 3rd priority : healthy 45 years and above.

4.4) 4th priority : people between 18-45 years as they are relatively healthy and resilient.

4.5) children : as they were confined in homes and had least chance of infection.

These principles can help health-care workers to ~~over~~face dilemma in an ethical, moral and justified 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:

- Highlight the difference between an acceptable gift and a bribe for a civil servant.
 - Give an account of the ethical issues present in the given case.
 - 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:

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

District magistrate is a post of high responsibility and authority in a district. Actions of DM has wider repercussions in society and hence they are subjected to ^{public} ~~personal~~ scrutiny.

In this context, an expensive bike has come under public scanner.

(a)

acceptable gift for a civil servant is one which has following characteristics.

- 1) impartiality: Gift should not affect the civil servant's neutrality and impartiality.
- 2) quid-pro-quo: Gift should not be in return for illegal favours given by DM.
- 3) personal: Gift should be given ^{taken} in personal capacity and not in official capacity. For eg: between family members.
- 4) members.

Bribe for civil servant:

- 1) quid-pro-quo: is usually given in return for illegal favour or getting a work done which DM has refused to do.
- 2) coercive or collusive: Coercive bribe is one in which civil servants forces someone needy to pay for doing task.
Collusive bribe is one which civil servants ~~enters~~ takes from an influential

person to commit illegal act of omission or commission.

b) ethical issues present in case:

- 1.) Public Trust: DM is a position of "public trust". any act of taking expensive gifts will affect "public confidence" in neutrality of DM.
- 2.) Vulnerability: Taking gifts from a local businessman can render DM vulnerable to future administrative favours of businessman.
- 3.) Family Relations: Since relations between both families are cordial, rejecting or refusing gifts can affect family ties.
- 4.) Privacy: Currently there is no evidence or instance to suggest that gift of bike is in exchange of favour. It may be termed unnecessary violation of "Right to Privacy" of DM.

5) Work Culture: Rumours floating in office can affect work culture of office. It may motivate other employees to demand gifts from businessmen.

(C) Course of Action:

- 1) Return gift: First and foremost I will talk to my friend and explain him the situation. Since he is my childhood friend we have good understanding and rapport.
- 2) Secondly, I will request him to take back expensive gifts because it is affecting the "public trust" in position of DM and can affect the work culture of office.
- 3) Third, I will also make all my assets (movable and immovable) and my family assets in public domain. U. S. Gyan, an IAS officer, did same which earned him public confidence.

4.) Any future dealing with my childhood friend will be done in transparent manner with proper rationabe recorded in writing.

This will dispel the rumours that I might be giving special favours to my friend.

We need to keep in mind SC's verdict: "Sunlight is best disinfectant".

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?

Media is "fourth - pillar of democracy". It is required to be the vehicle of information to public so that it can take informed decisions.

The present case study highlights the decline of ethical standards in media organisations. It has been seen in recent Bryan Khan case.
Stakeholders in case:
 1) Media houses
 2) Electronic media,
 3) Public
 4) Government

5) Media regulators like Press Council of India.

(a) issues associated with yellow journalism:

- 1) Media: It affects the impartiality and neutrality of media.
- 2) Public: It distorts public opinion of various issues.
- 3) Accused: It affects the right to privacy and reputation of individuals accused.
- 4) Accused: It denies right to free and fair trial to the accused.
- 5) Government: It puts pressure on investigation agencies which in turn affects quality of investigation.
- 6) Judiciary: Many Supreme Court judges have highlighted that media trials puts pressure on judges which

affects the judicial process.

(b) principles that need to be followed

1.) Code of ethics: media houses should develop a "code of ethics" and ensure strict adherence to it. Code should contain values like Neutrality, Fairness, Transparency etc.

2.) Self regulation: Self Regulating bodies like Press Council of India should take suo-moto cognizance of cases of yellow journalism and impose penalty on erring media houses.

3.) Oversight: Ministry of Information and Broadcasting should keep an oversight. Any public complaint of yellow journalism should be addressed in prompt manner.

4.) Public feedback: media houses should regularly seek public feedback to assess public expectations and grievances. They should publish annual report on any instance of public grievance.

- 5.) Verify sources: Media houses should set up an internal panel to assess the authenticity of their source. Any ~~not~~ un-authentic source based information should not be broadcasted.
- 6.) Anchorers: Appropriate training of anchorers should be done so that they present news in fair, neutral manner without inciting any passions.
- 7.) Analyze factual aspects: Media houses should ensure that their news analysis is presented based on facts. Any debate should confine itself to reporting about incidents rather than going into right or wrong aspect of it.

Media should keep in mind that every accused has right to privacy, right to dignity and right to free and fair trial. These rights

should be kept in mind by media.
At same time media needs to realize
that judiciary in India is tasked
with trial and media's duty is only
to shed light on events happening.

Such principles can ensure
and ethical
that a vibrant, transparent, media
enriches our democracy and supplies
trusted & verified information to
public.

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 विक्री करती हैं, जिनका मुख्य रूप से देश में गोरा बनाने के उत्पादों के रूप में विपणन किया जाता है। इसके साथ ही विशेष रूप से हाल के दिनों में इस मुद्दे पर कई बहसें हुई हैं, जिसमें अधिकतर का तर्क है कि ऐसे विज्ञापनों पर पूरी तरह से प्रतिबंध लगा दिया जाना चाहिए।

इस संदर्भ में, निम्नलिखित का उत्तर दीजिए:

- (a) गोरा बनाने के उत्पादों के विज्ञापन में सम्मिलित नैतिक मुद्दे क्या हैं?
- (b) भारत जैसे समाज में गोरी त्वाचा वाले लोगों के लिए बरीयता के परिणामों पर प्रकाश डालिए?
- (c) क्या आप मानते हैं 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?

Fairness products have proliferated in markets in India giving rise to serious debates on various ethical issues.

(a) ethical issues involved:

- 1) Public opinion: Fairness products promote a particular skin tone as desirable. This shapes public opinion regarding skin colour.
- 2) dignity: Advertisements of fairness products can affect dignity of people of different colour.
- 3) Equality: classification ~~and~~ of people on basis of skin colour affects fundamental right to equality.
- 4) expressive freedom: Right to advertisement is in itself part of fundamental ^{under Art 19} right to speech and expression. Any attempt to restrict this advertisement can affect right of companies.

(b) Preference for light skinned people can have following consequences:

- 1) Caste discrimination: It can intensify caste-based discrimination because

caste and skin colour are both linked features.

2.) mental health: It affects mental health of girls and women who are dark skinned.

3.) Marriage institution: Dark skinned girls find it ~~to~~ are regularly subjected to emotional abuse, their marriage prospects are adversely affected.

4.) public health: It may lead to rise of unnatural and unhygienic skin treatments which may affect public health.

5.) unity and integrity: India's unity and integrity can be threatened as fairness products can ~~to~~ alienate South India where skin tones are dark due to tropical climate.

(c) Issues of skin colour are tackled better at societal level because:

- 1) within society a debate can be generated on issue of skin colour and notions of beauty attached to it.
- 2) Family: within family, if children are encouraged without any reference to skin colour, it can generate individual bodily confidence.
- 3) Schools: within schools, debates can be organized regarding skin colours and false notions of beauty. This can help in instilling right values at formative age.
- 4) Civil Society/Media: They being part of society can highlight achievements of people of all skin, races and gender. This dispels notions of beauty associated with skin colour. Elder women of different skin colours can come and share their good and bad experiences that can sensitize entire community over this issue.

more legal regulation would affect

freedom of doing business and at same time a issue as deep as skin colour, racism cannot be dealt by mere legal provisions.

However, appropriate legal frameworks are needed in case:

- 1.) an fairness advertisement explicitly shows / represents discrimination against dark skinned people. This has potential to spark backlash and certain laws should be there to address such outright divisive and offensive advertisements.

Thus to tackle issue of fairness as metric of beauty, a "whole-of-society" approach is needed.