

1. Ethics and Human Interface

1. *You are an officer in the Labour department. You went to your brother's wedding and saw that minors were employed by the wedding band company to carry their electric instruments. You know that it is an unlawful activity and it is your responsibility to take action against it. However, since it is a family wedding so they have asked you to look the other way. Some of the options available to you to handle this situation are as follows:*

- 1. You will not take any action as this could be seen by the others as a deliberate action to spoil the wedding.*
- 2. You will act strictly and remove them from the wedding and file a case against the band company.*
- 3. You will talk to the band personal and give a notice to them that they should not employ any minor children after this marriage. Suggest any other possible option.*

Evaluate all of them and suggest the best course of action, giving your reason for it.

Approach:

The answer should bring out ethical dilemma involved in this situation and you should weigh the given options based on various ethical approaches.

- Bring out the key facts of the case and identify the key dilemma involved.
- Evaluate the merits and demerits of the given options.
- Suggest the best possible solution without compromising the ethical values.

Answer:

This situation can be described as an ethical dilemma in which personal vs professional ethics are at conflict. The interest of the minor children, who are being forced one way or the other to work instead of attending school, is also in question.

In this context, here is the evaluation of given options:

- By not taking any action I will not be following rule of law as an officer of Government. My family will be happy as I have looked the other way and wedding happened without any disturbance. Though by not taking any action I will be evading my duty that is bestowed upon me by Government and it will become a crises of Conscience for me.
- As per the second option, law will prevail and Band Company using minor will be held accountable. This action will contribute to the work culture by setting an example for others to follow. This option serve as an example of Deontological Ethics as I will be following Ethical means . One of the undesirable consequences of My action will be that it will lead to a disturbance in the wedding programme and may become a personal crises. By following this ethical path will also generate an inner conflict as it will not serve as a holistic solution for the problem.
- This option is an example of following Teleological or Utilitarian ethics as unethical means are used to lead to a desired end. By following this option, I will not be disrupting the wedding by taking action straight away. In a way I will not be fulfilling my duty and compromising with my integrity. As a government official, I should fulfil my duty impartially and objectively. I should not give minor lapses while doing my official duty as it is a first step towards moral corruption.

Now if we look closely to all the options, only option 2 is in the right direction. I will suggest some changes to make it a holistic solution. Before taking strict action against the Band Company I should take my family in confidence about my decision. I will ensure that an alternate Band Company is called which doesn't employ minors so that



ESSAY TOPIC: HEALTHCARE IN INDIA

Quotes by famous personalities

- **Buddha** - *"To keep the body in good health is a duty, Otherwise we shall not be able to keep our mind strong and clear"*
- **Herophilus**- *"When health is absent, wisdom cannot reveal itself, art cannot manifest, strength cannot fight, wealth becomes useless, and intelligence cannot be applied."*
- **Robin Sharma**- *"Health is the crown on the well person's head that only the ill person can see"*
- **Publius Syrus** *"Good health and good sense are two of life's greatest blessings"*
- **Winston S. Churchill** - *"Healthy citizens are the greatest asset any country can have"*
- **Upanishads** - *"Sarve Bhavantu Sukhinah, Sarve Santu Niramayah"* – It means *"May All become Happy, May All be Healthy"*
- **George Bernard Shaw**- *"Give a man health and a course to steer, and he'll never stop to trouble about whether he's happy or not."*

Introduction

Health in ancient India was defined as physical, mental, emotional, spiritual and social wellbeing of an individual. Thus, the system of medicine of medicine was not about illness and standalone treatment. It combined many concepts such as diet, climate, beliefs, supernatural, empirical, and culture into treatment of the person. The emphasis was on natural and preventive approach to healing. It was aimed at treating the illness from the root cause.

The most important practitioners in this field included Susruta, Charvaka and Vagbhata. Susruta is also considered as the "father of Indian surgery". Thus, the most important contributions of India included Yoga, Meditation and Ayurveda. Also, Indian medical practices were gradually dispersed all over Asia, including the southeast, Indonesia, Tibet, and Japan.

Health in modern times has been often defined in a negative connotation i.e. absence of illness. However, this definition is restrictive and narrow. As **Amartya Sen** has argued that, *"Health is a social good. A person should be termed healthy, if he is able to actively participate in a society"*.

Our vedic texts also dwell on the concept of health in totality. It was viewed as the greater form of wealth and a path to happiness.

"आरोग्यं परमं भाग्यं स्वास्थ्यं सर्वार्थसाधनम्॥"

(Arogyam paramam bhagyam, swasthyam sarvarthasadhanam)

{It means that Good health is the greatest blessing. Health is means of everything.}

Thus, health cannot be seen in isolation but needs to be seen in wider perspective of human life, as a part of human life, as an instrument for fruitful human life. Being healthy is a process. It starts right from morning, the way we breathe, the way and what we eat, and all the way to the modalities of our sleep. This sense is aptly captured in the new Indian perspective towards health where there has been an increasing shift towards Health assurance as opposed to insurance.

Organizations adopting Sevottam model for service delivery need to comply with seven steps and ensure formulation of three modules.

Student Notes:

Implementation of Sevottam framework in the government departments was started in 2009. Later, Sevottam has been launched as a certification scheme which provides for the award of the Sevottam symbol of excellence to public service organizations that implement and are able to show compliance to a set of management system requirements that have been specified in a specially created standard document. This standard, known as IS 15700:2005, was developed by the Bureau of Indian Standards (BIS) based on the objectives of Sevottam.

4.2. Significance of the Model

- It is a Quality Management framework applicable to the activities of public service delivery organizations at the point of interface with service recipients.
- The framework is a tool in the hands of implementing organizations.
- It guides them through systematic initiatives for sustainable improvements in service delivery
- The framework enables implementing organizations to undertake a systematic, credible and authenticated self-assessment (or 'gap analysis') for citizen-centric service delivery.
- Using this analysis, practical solutions are gradually and systematically incorporated into the organization's day-to-day routine thereby ensuring sustainable results.

4.3 Components of the model

1. The first component requires **effective charter implementation** thereby opening up a channel for receiving citizens' inputs into the way in which organizations determine service delivery requirements.
2. **Public Grievance Redress** requires a good grievance redress system operating in a manner that leaves the citizen more satisfied with how the organization responds to grievances, irrespective of the final decision.
3. **Excellence in Service Delivery**, postulates that an organization can have an excellent performance in service delivery only if it is managing the key ingredients for good service delivery well, and building its own capacity to continuously improve delivery.

4.4 Time Bound Delivery of Services

To ensure Right of Citizens for Time Bound Delivery of Goods and Services, "*the Right of Citizens for Time-bound Delivery of Goods and Services and Redressal of their Grievances Bill, 2011*", was introduced in the Lok Sabha in 2011, but it lapsed with the term of the last House.

The need of the hour is to identify delivery of services as a matter of right and bring legal provision for time bound delivery of services.

Highlights of "the Right of Citizens for Time-bound Delivery of Goods and Services and Redressal of their Grievances Bill, 2011":

- Every public authority was required to publish a Citizens Charter within six months of the commencement of the Act.
- A citizen may file a complaint regarding any grievance related to:
 - a) citizens charter;
 - b) functioning of a public authority; or
 - c) violation of a law, policy or scheme.
- The Bill required all public authorities to appoint officers to redress grievances.
- Grievances were to be redressed within 30 working days.
- The Bill also provided for the appointment of Central and State Public Grievance Redressal Commissions.

PERSONAL COPY
NOT FOR SALE OR CIRCULATION

VAJIRAM & RAVI

(Institute for IAS Examination)

GENERAL STUDIES **WORLD HISTORY**

2022

G.S. MAINS PAPER - 1

VAJIRAM & RAVI

(INSTITUTE FOR IAS EXAMINATION)
(A unit of Vajiram & Ravi IAS Study Centre LLP)

9-B, Bada Bazar Marg, Old Rajinder Nagar,
New Delhi - 110060 • Ph.: 41007400, 41007500

43, 2nd Floor, Haddows Rd, Nungambakkam,
Chennai - 600006 • Ph.: 044-43302121
Visit us at : www.vajiramandravi.com

VAJIRAM & RAVI

only on April 6, 1917 but the entry of American troops, airplanes and fresh supplies in 1918 nullified German gains on both fronts. An armistice was declared on November 11, 1918 and a peace conference opened in Paris on 18 January 1919.

War on the Home Front

Total War

War in which a nation's full financial resources are devoted to the war

Rationing	Government Control	Propaganda
<ul style="list-style-type: none">• New controls change nations' industries and economies• Factories produced military equipment• Citizens conserved food, other goods	<ul style="list-style-type: none">• Sought to control public opinion• Censored newspaper reports about fighting to keep from discouraging public	<ul style="list-style-type: none">• Created information to influence opinions and encourage volunteers• Posters• Pamphlets• Articles about enemy's brutal actions

Women in War

- Work on home front was done by women
 1. Some worked in factories, producing war supplies
 2. Others served as nurses to the wounded
- Contributions of women
 1. Transformed public views of women
 2. Helped women win right to vote (USA granted women the right to vote in 1920)

PARIS PEACE CONFERENCE:

The Paris Peace Conference was inaugurated on 18 January, 1919 and representatives of thirty-two nations came to attend. They were mostly prime ministers, ruling heads, foreign ministers or ambassadors. The most celebrated among them were President Wilson (USA), Lloyd George (Britain), George Clemenceau (France), Orlando (Italy), Venizelos (Greece), Marquis Saionji (Japan) and Generals, Louis Botha and Jan Smuts. There were few princes from India and Arabia also attending the Conference. The defeated nations were not invited until the victorious Allies came to an understanding on how to deal with them and the terms to be offered. Protracted negotiations and diplomatic activities continued before a broad understanding could be reached by the representatives of thirty-two nations. Unfortunately, the Peace Programme envisaged by President Wilson of the USA on the basis of his famous 14 points came to be diluted to a considerable extent. The demands of France and Italy could not be met. Similarly, the demands of minor powers could not be considered without inviting further complications. In the end the big powers (France, Britain, USA and Italy) arrived at a consensus, drafted the Treaty of Versailles and submitted it to the admitted German delegates. The German delegates protested since the treaty was not based on the **14 points of President Wilson** – an understanding on the basis of which they laid down their arms on 18 November, 1918. However, their protests were of no avail, and in Germany there were demonstrations and protests against this treaty. In the end, the German Constituent Assembly at Weimar voted to accept the treaty on 23 June, due to persistent pressure brought upon it by the Allies. The Allies even threatened that if it was not accepted, war would commence. Germany was left with no alternative other than signing the treaty on 28 June in