



VISION IAS

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GENERAL STUDIES (TEST CODE : 1525)

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Medium Hindi/Eng.	ENGLISH	Registration Number	719172
Center	HYDERABAD	Date	Dec 23 rd

INDEX TABLE

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

Total Marks Obtained:

Remarks:

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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Delhi- 110009

EVALUATION INDICATORS

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

Overall Macro Comments / feedback / suggestions on Answer Booklet:

1.

2.

3.

4.

5.

6.

SECTION - A

1. (a) Administration discretion can be a blessing if used correctly, however its misuse can prove to be a curse. Discuss with examples. (150 words) 10

यदि प्रशासकीय विवेक सही तरीके से उपयोग किया जाए तो यह एक बरदान हो सकता है, हालांकि इसका दुरुपयोग अभिशाप सिद्ध हो सकता है। उदाहरणों के साथ चर्चा कीजिए।

Administrative discretion refers to the vacuum area where there are no specific Rules LAID OUT and can be engaged/administered by CIVIL SERVANT'S MORALITY.

Ex: as a police, if I catch a child robbing.

.) If I use my I can ensure that discretion, the child knows why ROBBERY is UNETHICAL

However, wide avenue of vacuum ensures, rise of SELF INTEREST & Corruption

Example: If I am given petrol allowance, and I misuse it by selling in MARKET, it is a loss to EXCHEQUER.

Thus, administrative discretion is a DOUBLE EDGED SWORD, which must be minimized to ensure NO LOSS even if at a cost of GAIN.

WAY FORWARD

ARCI^{II} report proposed "Code of Ethics" & its legal application to remove such discretionary powers in PUBLIC INTEREST

1. (b) There is a view that corrupt practices have been socially accepted in India. How can this 'acceptance' be shifted to 'rejection' towards corruption? (150 words) 10

प्रायः यह मत व्यक्त किया जाता है कि भारत में भ्रष्ट प्रथाओं को सामाजिक रूप से स्वीकार कर लिया गया है। भ्रष्टाचार के प्रति इस 'स्वीकृति' को 'अस्वीकृति' में कैसे परिवर्तित किया जा सकता है?

Corruption as "MORAL HAZARD" and "SOCIAL HAZARD" are well placed in Governance structures.

Reasons for VIEW of "CORRUPTION ACCEPTANCE"

→ For People, there is no reason given for Bureaucratic DELAYS.

→ PERCEPTION of Bureaucracy as "OMNI-POTENTLY CORRUPT" is Lack of TRUST.

→ Acceptance of Corruption is to avoid any Harassment or Social exclusion at various levels.

Thus, there is a need for Paradigm Shift.

[SHIFT] ⇒ ACCEPTANCE → REJECTION

- 1) this must start at Bureaucracy level, where lower rung remain OUTSIDE SUPERIOR PRESSURE
- 2) Peer-level Checks & Balances
By increasing transparency
- 3) This will percolate to PEOPLE to reject CORRUPTION By NUDGING:
ie: (.) Citizen recognition awards for showing CORRUPTION Aversion
(-) EMPLOYEE of Month
along with
(.) STRINGENT Punishment along with NO BAIL for INVOLVED OFFICER & CITIZEN

Thus by reinforcing ethical & non-ethical behavior, Corruption must be removed from GRASSROOTS (Aaj Ind report)

2. (a) Ethical business practices are key for long-term survival of a company.
Comment. (150 words) 10

किसी कम्पनी के दीर्घकालिक अस्तित्व के लिए व्यावसायिक नैतिकता महत्वपूर्ण है। टिप्पणी कीजिए।

Ethical business practices
are rooted in VISIONARY and
LONG TERM SUSTAINABILITY.

for example :

Johnson &
Johnson

proved
that was harmful
to CHILDREN
(removed a
Product (Baby
Powder) by
TAKING Huge
economic losses.

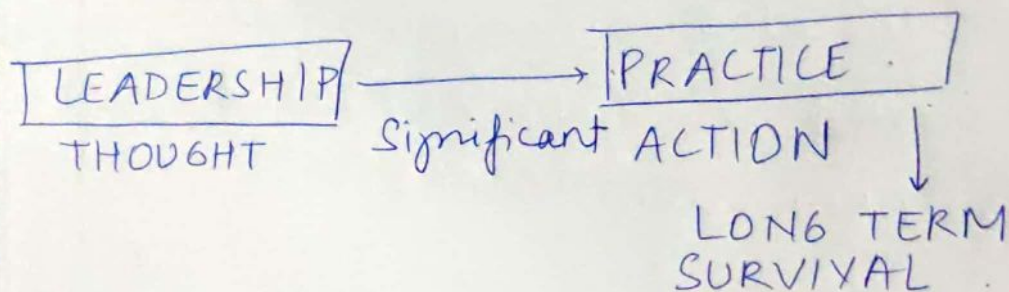
LONGER RUN - even 40 years
later, remains MOST
TRUSTED BRAND

Similarly, recent FICCI celebrated
role of TATA in shaping INDIAN
Growth by its MULTIFOLD
Contribution instead of sole
profit orientation

TATA'S
PHILANTHROPY

Long Term
BRAND
PERCEPTION

However key to ethical business practices lies in ETHICAL VISIONARY LEADERSHIP.



This can be seen as Success for all major businesses like TATA, MICROSOFT, WIPRO while lack of leadership is reason for failure of ENRON, SATYAM etc.

Thus, leadership followed with business practice are crucial in PUBLIC INTEREST and Business long term SUSTAINABILITY

2. (b) Law succeeds in encouraging ethical behaviour in a society only when it is backed by conscience of its individuals. Discuss. (150 words) 10

किसी समाज में नैतिक व्यवहार को प्रोत्साहित करने में कानून केवल तभी सफल होता है जब इसे समाज के लोगों के अंतःकरण द्वारा समर्थन प्राप्त हो। चर्चा कीजिए।

ethical behavior in society is
sum total of governmental laws
& individual conscience.

For example, Motor Vehicles
Amendment Act.

LAW — Promotes GOLDEN HOUR
treatment to ACCIDENT
VICTIMS.

However
law, cannot ensure Public
↓ role.

CONSCIENCE — as a SAMARITAN
to take VICTIM to
Hospital.

However, conscience can lead
to bringing a law that can
REINFORCE ETHICAL Behavior.

Ex: Anna Hazare's Protests led
to LOKPAL & LOKAYUKTA
Bill.

For example, LAW can also help develop conscience to ethical behaviour.

Surrogacy Bill is a way to build Public Conscience.
against RENT FOR WOMEN

Thus, Law and Conscience
succeed together to reinforce
PUBLIC ETHICS STANDARD.

3. Given below are quotations of moral thinkers/philosophers. Bring out what they mean to you in the present context:
निम्नलिखित उद्धरण नैतिक विचारकों/दार्शनिकों के हैं। स्पष्ट कीजिए कि वर्तमान संदर्भ में आपके लिए इनका क्या अर्थ है:
- (a) Our lives begin to end the day we become silent about things that matter. Martin Luther King Jr.
(150 words) 10
- हमारे जीवन का उस दिन अंत होना शुरू हो जाता है जिस दिन हम उन विषयों के बारे में चुप रहना शुरू कर देते हैं जो मायने रखते हैं। मार्टिन लूथर किंग जूनियर

Martin Luther King's statement comes at backdrop of CIVIL RIGHTS movement in United States where Blacks, historically discriminated fought for their rights and EQUALITY

His statement throws light on essence of LIVING WITH OUR VALUES

In today's society,

- Greta Thunberg's → shows her FRIDAYS FOR FUTURE VALUE of ENVIRONMENT CONSERVATION

similarly, the activism by

Political & Human rights activists for ROHINGYAS, SYRIANS, Palestines etc

is an example of living life on
our values

However, his statement must also
be seen in light such that OUR

VOICE must not hamper or hurt
someone else's RIGHTS

For example - if NURSE protests/
strikes in middle of COVID-19, there
could be impact on PATIENTS

Thus our action must always
be in line with our values and
also ensuring others values

3. (b) In law a man is guilty when he violates the rights of others. In ethics he is guilty if he only thinks of doing so. Immanuel Kant (150 words) 10

कानून की नजर में कोई व्यक्ति तब दोषी है जब वह दूसरों के अधिकारों का उल्लंघन करता है। नीतिशास्त्र के अनुसार, वह तब भी दोषी है जब वह ऐसा करने के बारे में सोचता है। इमैनुअल कांट

Immanuel Kant's statement brings to essence the importance of DEONTOLOGICAL ETHICS where WAYS are EQUALLY IMPORTANT as END.

In present day context, Vaccine trials are being fast forwarded by Pharmaceutical Companies not only Stating Public Interest but also in hope for PROFIT MAXIMIZATION.

From utilitarian perspective, this is not wrong as long as it serves interests of MAXIMUM.

From deontology, this fast scaling is unethical as EACH LIFE IS EQUALLY VALUABLE.

this statement also CONTRASTS
law and ethics

For example, if I do not stop
stray dog from attacking
someone on Road - I AM NOT
BREAKING
LAW

this is the
LAW-ETHICS GAP. ↓

if thought comes that

"I SHOULD WALK - I am
AWAY" Unethical

Thus ethics must continue
to shine our route by
serving as "MORAL COMPASS" and
complement LAW for making us
better citizens.

4. (a) What do you understand by Social Intelligence? Discuss its relation with the Emotional Intelligence of an individual. (150 words) 10

सामाजिक बुद्धिमत्ता से आप क्या समझते हैं? किसी व्यक्ति की भावनात्मक बुद्धिमत्ता के साथ इसके संबंध पर चर्चा कीजिए।

Social Intelligence refers to knowledge of society, traditions, customs, people around us to take a necessary action. It is essential in bringing effective social change.

For example: In India to avoid "Ghutra Spitting", posters of Gods & Goddesses were put up. This is an example of SOCIAL INTELLIGENCE.

RELATION between SOCIAL & EMOTIONAL INTELLIGENCE

SOCIAL INTELLIGENCE → EMOTIONAL INTELLIGENCE
as precursor

By knowing society, we may be able to understand people's emotions

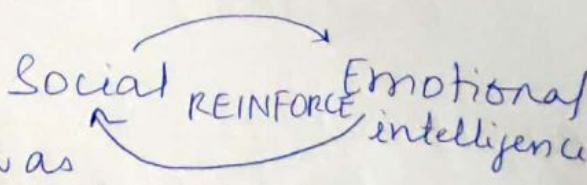
For example - role of marriage in society can explain PEOPLE's emotions of happiness, sadness.

EMOTIONAL INTELLIGENCE at INDIVIDUAL level → drives SOCIAL INTELLIGENCE at Society level

For example, by knowing emotional variations in gender, age groups, regions, large scale SOCIAL INTELLIGENCE is possible.

Example - children are less susceptible to chocolates for behavior NUDGING

Thus both components must be seen as reinforces that must be utilized by PUBLIC ADMINISTRATORS effectively.



4. (b) While code of conduct presents a structure to organized values, code of ethics gives a foundation to that structure. Examine. (150 words) 10

जहाँ आचरण संहिता संगठित मूल्यों के लिए एक संरचना प्रस्तुत करती है, वहीं नीतिपरक आचार संहिता उस संरचना को एक आधार प्रदान करती है। परीक्षण कीजिए।

Code of Conduct provides the detailed guide on Civil servants duties, roles, responsibilities to be served in OFFICIAL Capacity.

Code of ethics on other hand ensures, the VISUALIZATION and REALIZATION of Foundational Values of ethics in PUBLIC Administration.

Code of Conduct AS STRUCTURE

1. Helps bring CLARITY on CIVIL SERVANT Job responsibility

2. Helps limit the arena of powers.

3. Brings degree of Uniformity in Bureaucracy

4. Helps INTERNALIZE Value through ACTION.

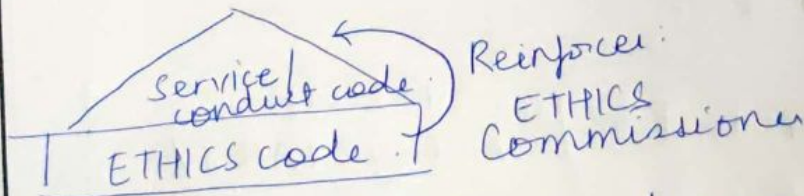
(Example - Standing up for Superior is RESPECT)

Code of
ETHICS is
FOUNDATION

most of Code of
Conduct is derived
on Basic ethical
VALUES

- 1) Prioritize Public INTEREST
- 2) Compassion for Vulnerable
- 3) Political Neutrality
- 4) Accountable to Public for actions.

helps bring the essence and
unique nature of PUBLIC
ADMINISTRATION



Way Forward requires
accepting ARC IInd report on
ETHICS code & ethics Commission
to ensure STRONG BASE for
Sustainability of Structure.

5. (a) According to Buddhism, for a man to be perfect there are two qualities that he should develop equally: compassion (karuna) on one side, and wisdom (panna) on the other. Analyse. (150 words) 10

बौद्ध धर्म के अनुसार, एक व्यक्ति के पूर्ण होने के लिए उसे स्वयं में दो गुणों को समान रूप से विकसित करना चाहिए: एक करुणा और दूसरा प्रज्ञा। विश्लेषण कीजिए।

Perfection from this definition underlines - 1) Compassion which is to perform action for weaker/vulnerable by understanding their problems

2) Wisdom refers to the art of intelligent decision making by utilizing inner calmness even in times of CRISIS

PERFECT ADMINISTRATOR - Compassionate along with Wisdom.

If he sees a poor beggar on road,

1) By being compassionate: thinks of short term relief by donating money

2) By being ^{possessing} Wisdom: He will think of long term, by giving him employment

However EQUAL development of
WIT & COMPASSION brings to
Question of PERFECTION as
an Impossibility.

To be Compassionate,

- NEED Ground level Involvement
- NEED more "ATTACHMENT"

To have wisdom.

- Need more Inner level Thought
- Need DETACHMENT

Thus essence of Buddhism
and its applicability in Administration
is in Principled Attachment
& Detachment to yield
PERFECT RESULT

5. (b) The life of Dr. A.P.J. Abdul Kalam presents a broad range of lessons and virtues to be learnt by public servants in India. Discuss. (150 words) 10

डॉ. ए.पी.जे. अब्दुल कलाम का जीवन भारत में लोक सेवकों द्वारा सीखे जाने वाले सबक और सद्गुणों की एक विस्तृत श्रृंखला प्रस्तुत करता है। चर्चा कीजिए।

Dr. A. P. J. Abdul Kalam serves as the 21st century role model for many budding scientists, children, entrepreneurs, teachers because of his MULTIFOLD CONTRIBUTION.

LESSONS & VIRTUES from his LIFE for PUBLIC Administration

1. All his life was based on HARDWORK

- This is crucial in Administration even as we evolve

out of Pandemics, Technology, dynamism.

2. He respected INDIVIDUAL relations with his team. Always, as an Administrator, it must be VITAL to be TEAM PLAYER and build long standing relations.

**LESSONS
& VIRTUES**

→ To be filled with
HUMILITY at all
stages of success.

For example - UPSC as an
exam is test of "Humility",
not Elitism

→ To believe in one's
purpose.

Even to his last day, he
believed in Children & education
and passed away in IIM Shillong.

This explains the "COMMITMENT
For Public Service" without
expectation of Praise, Rewards
that is crucial for CIVIL
SERVANT.

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1525

VISION IAS™

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6. Identify which essential information should be made available to the public via Citizen's Charter? Also, suggest some steps for successful implementation of the Citizen's Charter. (150 words) 10

चिन्हित कीजिए कि नागरिक चार्टर के माध्यम से कौन-सी आवश्यक जानकारी जनसामान्य के लिए उपलब्ध कराई जानी चाहिए? साथ ही, नागरिक चार्टर के सफल कार्यान्वयन के लिए कुछ उपायों का सुझाव दीजिए।

Citizen Charter refers to official document by Public Organization detailing Service delivery standard.

IMPORTANT INFORMATION ON CITIZEN CHARTER

1. Vision & Motto of Organisation

2. Immediate Redressal Officer Contact details

3. Penalty for any issue of Service delivery

4. QUANTITATIVE Standard for SERVICES

(Ex: 10 DAYS to ISSUE PASSPORT)

5. EASY redressal mechanism with direct access to

organisation head on daily RESOLUTION

WAYS to ENFORCE CITIZEN
Charter :

- 1) AWARENESS Campaigns for
CONSUMER
- 2) utilize G2C-technique by
emailing CITIZEN CHARTER
- 3) Framing CITIZEN CHARTER
Preamble at PUBLIC
INTERFACE Booths (ARC IInd)
- 4) Competitive mode of
ENFORCEMENT- by ranking
department based on
CITIZEN Charter: PUBLIC
PERCEPTION
(NITI Aayog)

Thus Public/ Citizen
Centric Governance must be
promoted in PUBLIC INTEREST.

7. Respect for human rights and humanitarian principles is a responsibility for all members of the international community. Discuss in the context of roles and responsibilities of States for protection of refugees. (150 words) 10

मानव अधिकारों और मानवीय सिद्धांतों के प्रति सम्मान व्यक्त करना अंतर्राष्ट्रीय समुदाय के सभी सदस्यों का उत्तरदायित्व है। शरणार्थियों के संरक्षण के लिए राष्ट्रों की भूमिकाओं और उत्तरदायित्व के संदर्भ में चर्चा कीजिए।

Ethics in International Relations deals with the COMMON RESPONSIBILITY of Humanitarianism and Upholding Human rights in EVERY arena of GLOBE.

ROLES of STATES with respect to REFUGEE

1) as Protector of Helpless refugee by giving REFUGEE STATUS

2) as Human Rights VIGILANTE by ensuring Global Co-ordination to Prosecute VIOLATORS

3) as Community RESPONDER by ensuring safe mobility of REFUGEES from areas.

despite Common Role, there is
DIFFERENTIATED RESPONSIBILITY
(CBDR)

RESPONSIBILITY
(CBDR)

Global North
(Developed)
who have more
resources than
GLOBAL SOUTH

To help inclusive
growth by CONTRIBUTING
economically, socially more
than DEVELOPING
economies.

For example: Syrian refugees
based on CBDR → Europe (Developed) vs AFRICA (Underdeveloped)

Despite this, there is an
urgent need to ensure REFUGEES
human rights by Comprehensive
Convention including increasing
"CLIMATE REFUGEES"

8. What is red-tapism? Why is it considered a hurdle in the process of transitioning towards citizen centric governance? (150 words) 10

लाल फीताशाही क्या है? क्यों इसे नागरिक केंद्रित शासन व्यवस्था की ओर स्थानांतरण की प्रक्रिया में एक बाधा के रूप में देखा जाता है?

Red-tapism refers to the bureaucratic delays by drawing an invisible boundary and increasing piling up of decision making to top of HIERARCHY.

For example - if RTI is filed,
Bureaucratic red tape lies in seeking approval at
Department Secretary → Wing Officer

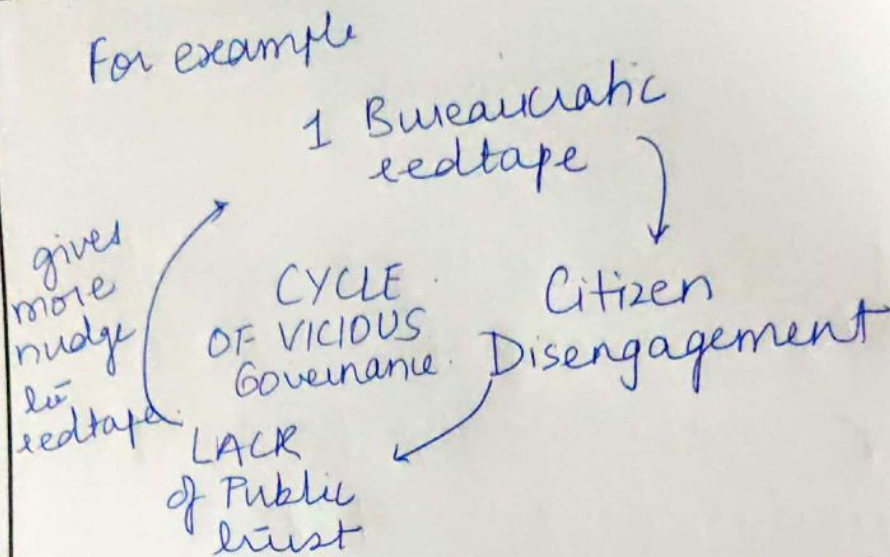
← Bureaucratic red tape mechanism →

REASON
for it being
HURDLE

— it creates a
RIGID HIERARCHY
of chain of command.

— Necessarily leads to
delays

— these delays ensure
CITIZEN disenchantment.



Thus considering its negative impact, CITIZEN Centricity must be promoted by DECENTRALIZED decisions, breaking hierarchy, more autonomy at all levels (ARC IInd Report)

SECTION – B

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

9. Given the rising tide of Covid induced fatalities, the government is under extreme pressure to deliver some vaccine to the population. You are the Cabinet Secretary to the Government of India. You are heading the committee to oversee the process of vaccine development and distribution to fight against the Covid outbreak in the country. You have been asked to expedite the process and come up with a solution at the earliest.

Some vaccines are available around the globe, but they are in limited supply and also expensive. One of the indigenously developed vaccine has shown initial positive results, but health experts have raised concerns over its safety, efficacy and the methodology being followed for its approval. Other promising vaccines under development, following a rigorous methodology, may take months to enter the market. In this context:

(a) What are the critical issues involved in the case?

(b) Explain, with relevant reasons, the course of action that you would take. (20)

कोविड के प्रकोप के कारण मृत्यु की बढ़ती संख्या को देखते हुए सरकार, जनता को कुछ वैक्सीन उपलब्ध कराने को लेकर अत्यधिक दबाव में है। आप भारत सरकार के मंत्रिमंडल सचिव हैं। आप देश में कोविड प्रकोप का सामना करने के लिए वैक्सीन का विकास और वितरण की प्रक्रिया का निरीक्षण करने वाली समिति का नेतृत्व कर रहे हैं। आपको प्रक्रिया में तेजी लाने और जल्द से जल्द समाधान के लिए कहा गया है।

वैश्विक स्तर पर कुछ वैक्सीन उपलब्ध हैं, लेकिन उनकी आपूर्ति सीमित है और साथ ही वे महंगी भी हैं। स्वदेशी रूप से विकसित वैक्सीन में से एक में आरंभिक सकारात्मक परिणाम देखे गए हैं, लेकिन स्वास्थ्य विशेषज्ञों ने इसकी सुरक्षात्मकता, प्रभावकारिता और इसके अनुमोदन के लिए अपनाई जा रही कार्यपद्धति पर चिंता व्यक्त की है। विकास की प्रक्रिया के तहत कठोर कार्यपद्धति का पालन करने वाली अन्य आशाजनक वैक्सीनों को बाजार में उपलब्ध होने में महीनों का समय लग सकता है। इस संदर्भ में:

(a) इस प्रकरण में सम्मिलित महत्वपूर्ण मुद्दे क्या हैं?

(b) प्रासंगिक कारणों के साथ स्पष्ट कीजिए कि इस संबंध में आप क्या कार्यवाही करेंगे।

This case study deals with issue of public administration dilemmas in CRISIS situation, prioritizing

Public Interest & Code of ethics.
utility for CIVIL SERVANT

as Cabinet Secretary, I am faced
with situation to responding to
Pandemic with respect to VACCINE
ROLL OUT.

(a) CRITICAL ISSUES involved in
the case.

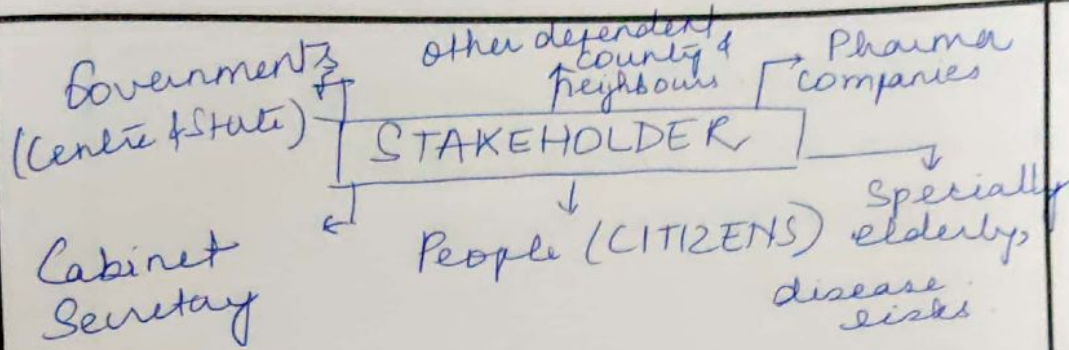
1) TIMELINE to launch

Collect Vaccine or LAUNCH
Vaccine
in PUBLIC
INTEREST.

2) Choosing vs Indigenous
Expensive Foreign but not Adequately
Vaccine tested Vaccine

3) Increasing vs Testing Mass
time delay scale for
for EFFICACY EFFECTIVENESS

4) Role of Government in Proactively
bringing VACCINE or WAITING for
GLOBAL GREEN signal



(b) Considering various ethical issues:

1) As the head of Vaccine Development & distribution Committee, I will expedite the following process

i) I will first try to bring PUBLIC TRUST in INDIGENOUS VACCINE by checking process of Approval & EFFICACY in timed manner.

This will help streamline alternative.

2) In the same time, I will start negotiation with Foreign Vaccine players to understand FINANCIAL COSTS in Foreign Procurement.

3) In the same time, we will organize an "EXPERT TASK FORCE" with Govt Senior Bureaucrats, ICMR Head, Other important researchers to prioritize

DISTRIBUTION

ex (Segments → Elderly, diabetic
or regions → Dharavi
worst hit STATES → Kerala,
Maharashtra)

Within Timed Manner if efficacy is not proven, I will recommend to the government to go with Foreign Vaccine at HIGHER COST even at limited supply because:

- 1) SAFETY is of UTMOST Priority and LIFE must not be compared to economic costs at end of day.
- 2) As a citizen & civil servant, I would want to follow GOLDEN RULE "Do what you expect others
↓
to do for you".

(Limited Supply can be rolled out to target segments FIRST)

3) As a government representative,
it is my duty to ensure -
PUBLIC INTEREST even at
HIGHER fiscal burden.

This case study explains the
importance of IMPARTIALITY and
virtue of COMPASSION in Unexpected
unforeseen times for CIVIL SERVANT.

10. Literacy levels have been increasing in India over the past few decades, and the literacy rate was found to be 74.04 per cent after the 2011 census. Though this increase in literacy rate seems like a very great accomplishment, it is a matter of concern that still so many people in India cannot even read and write. Children are going to school but not learning much beyond "floor level tasks".

Moreover, the higher literacy level has not resulted in better human values and this is manifested in the troubled atmosphere in the society at large. This failure of the education system to reform human behavior is troubling for a young democracy, like India. Given this situation, answer the following:

(a) What role is education expected to play in reforming human behaviour and inculcating human values?

(b) Do you think only the government is responsible for this state of the education system? If not, identify the stakeholders who should press for a change in the education system in this regard. (20)

पिछले कुछ दशकों से भारत में साक्षरता का स्तर बढ़ रहा है, और वर्ष 2011 की जनगणना के अंतिम आंकड़ों के अनुसार भारत में साक्षरता दर 74.04 प्रतिशत रही। यद्यपि, साक्षरता दर में यह वृद्धि बहुत बड़ी उपलब्धि की तरह प्रतीत होती है, तथापि इसके साथ चिंता का विषय यह है कि अभी भी भारत में अत्यधिक संख्या ऐसे लोग विद्यमान हैं जो पढ़ और लिख नहीं सकते हैं। बच्चे शिक्षा प्राप्त करने के लिए विद्यालय तो जा रहे हैं लेकिन वे अभी भी स्तरीय ज्ञान से अधिक कुछ नहीं सीख पा रहे हैं।

इसके अतिरिक्त, उच्चतर साक्षरता से बेहतर मानवीय मूल्य परिलक्षित नहीं हुए हैं जिसे समाज में व्यापक रूप से अशांत वातावरण के रूप देखा जा सकता है। मानव व्यवहार में सुधार लाने में विफल शिक्षा प्रणाली भारत जैसे नवोदित लोकतंत्र के लिए समस्या है।

इस परिस्थिति को देखते हुए निम्नलिखित प्रश्नों के उत्तर दीजिए:

- (a) मानव व्यवहार में सुधार लाने और मानवीय मूल्यों को विकसित करने में शिक्षा द्वारा निभाई जाने वाली अपेक्षित भूमिका क्या है?
- (b) क्या आप मानते हैं कि शिक्षा प्रणाली की इस दशा के लिए केवल सरकार जिम्मेदार है? अगर नहीं, तो उन हितधारकों की पहचान कीजिए जिन्हें इस संबंध में शिक्षा प्रणाली में बदलाव लाने के लिए दबाव डालना चाहिए।

This case study deals with the role of education in inclusive development, importance of ethics in Upholding

Qualitative education and
role of education as an
"END IN ITSELF."

(a) Role of EDUCATION → 1) education

is sum total of
learning at various
levels - family, kin,
schools, universities.
to evolve a PURPOSE OF
LIVING.

→ 2) Education provides SOCIAL
& MORAL Compass by
helping children learn
importance of Groups,
teachers, elders, parents
and be "PARTICIPATIVE"

→ 3) It ensures BROAD UNIFORM
VALUE PERCOLATION that are
necessary for society

Ex - Values of PATRIOTISM by
INDEPENDENCE day
celebration

Value of tolerance by celebrating
Diwali, Ramzan, Christmas.

ROLE OF EDUCATION

→ in discontinuing
Common Sense and
Preconceived Stereotypes

Ex- Girls are not associated
to PINK or Nurse/Teacher
occupation.

→ To Bring ACCEPTANCE of Self,
of others, of everyone as a
WHOLE

In Indian Context, the ethos of
"VASUDHAIVA KUTUMBAKAM"

(b) By understanding Multi-dimensional
role of education, the importance
of Government can be understood:

GOVERNMENT RESPONSIBILITY

→ has made
Right to Education
as FUNDAMENTAL
RIGHT (Art 21)

+ SARVA SHIKSHA ABHIYAN
→ To undo Historical wrongs,
introduced Reservation for
SC/ST/OBC/EWS (15/4)

→ Has protected Minority right
for education (Art 29, 30)

Despite these steps, Varied results are available:

- 1) Kerala - 98% Literacy, very High Human development Index
- 2) Bihar - lags at 62-63% Literacy

Thus Govt can be PARTIALLY blamed:

- 1) Inadequate funding ($< 1.5\%$ GDP on education)
- 2) focusing on Quantity over Quality
- 3) creating Public vs Private school divide

Other Important Stakeholders:

-) PARENTS - under Act 51(g) it is Fundamental Duty to send children to school.
-) FAMILY as - in equally encouraging Whole children to focus on EDUCATION instead of employment

•) CIVIL SOCIETY - because education can bring deep level **QUALITY of LIFE CHANGE**.

•) TEACHERS - As age old Guru-Sishya parampara, education goes beyond **BOOKISH & MERITOCRATIC** learning.

•) Children - on the type of themselves education they wish
⇒ Participatory, project based, vernacular learning

Thus various stakeholders must press for their demands to bring holistic **QUALITATIVE** Change. This case study explains essence of ethics in education, shaping of future **INDIAN CITIZENS**.

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11. Problems surrounding air pollution present an urgent challenge for many countries, including India. Among other reasons, this challenge has been exacerbated by the indifferent attitude of people towards it. Various studies have pointed out the harmful effects of air pollution. Despite the government bringing various regulations on activities like stubble burning and bursting fire crackers, people violate them.

(a) Discuss the reasons behind such behaviour on part of society towards air pollution.

(b) Suggest measures that are required to be undertaken to nudge people towards pro-environment behaviour. (20)

वायु प्रदूषण के चतुर्दिक समस्याएं भारत सहित कई देशों के लिए एक गंभीर चुनौती उत्पन्न करती हैं। अन्य कारणों के बीच, इस चुनौती को इसके प्रति लोगों के उदासीन अभिवृत्ति से और बढ़ावा मिला है। विभिन्न अध्ययनों द्वारा वायु प्रदूषण के हानिकारक प्रभावों को इंगित किया गया है। सरकार द्वारा पराली जलाने और पटाखे फोड़ने जैसी गतिविधियों पर कई तरह के विनियम लागू करने के बावजूद लोग इनका उल्लंघन करते हैं।

- (a) वायु प्रदूषण के प्रति समाज के इस तरह के व्यवहार के कारणों पर चर्चा कीजिए।
(b) उन उपायों का सुझाव दीजिए जो पर्यावरण समर्थक व्यवहार के प्रति लोगों को आकर्षित करने के लिए आवश्यक हैं।

This case study deals with the importance of environmental ethics, need for enforcement of ecological JUSTICE and FUTURE for coming generation (BRUNTLAND COMMISSION)

(a) REASONS for INDIFFERENCE — 1. HISTORICAL "LAXNESS" as a CONTINUITY of cultural attributes of burning crackers, jhum cultivation etc.

REASONS FOR INDIFFERENCE

At an individual level,

lack of VISION of
SCALE OF Problem.

For example.

Person
SMOKING

← Pollutes Air for WIDER
Population
around them →

↓
Injures his lungs

At a community level,
indifference by "LOOKING AWAY",

Ex: no one asks why someone is
SMOKING in PUBLIC Place
(Termed "SUFFERING IN
SILENCE")

At a government level, lack of
ENFORCEMENT

Monetary penalties have not
brought behavior change

At a wider society level,
problem of Awareness

Ex- Women did not know
possibility of Household Pollution
due to Firewood.

(b) Thus considering the indifference at various levels, there is a need for PARADIGM SHIFT by NUDGING / POSITIVELY INFLUENCING People.

i) EDUCATION - ACTIVE Environmental Education where "GREENCRACKERS", importance of Air Quality and Pollution free environment are DEMONSTRATED.

ii) MEDIA - Utilizing Campaigns that show "IDEAL FAMILY" as one that ^{does not} negatively affect & positively brings a change. (Ex - PLANTA SAPLING Challenge)

iii) RESEARCH - of "Behavioral economics" where behavior long lasting changes can be brought.

Example - in PLACE of Cancerous Tumor on CIGARETTE

if FUTURE VALUE of 1 Present Cigarette as HEALTH COST

can decrease smoking by additional 5-10%. (FOCUS report)

iv) CORPORATE level: Promoting CSR activities by Pledging for lesser Carbon emissions by reducing VEHICLE (Odd-even rules at decentralized level), SMOKING curtailment, target of planting saplings.

v) GOVERNMENT - Build Visibility LEVEL

of ECOLOGICAL Champions like Timakka (Padmashree Awardee), Agnese Karschun, Sand artist - Sudarshan Patraik.

Thus nudging must be multi-dimensional change through all possible avenues to ensure value PERCOLATION OF ENVIRONMENTAL ETHOS.

This case study explains the duty of every citizen and incremental difference they can make through awareness.

12. In recent times, social media has emerged as an important platform for all to share their information and opinions. Many civil servants are also quite active on the social media. Given this situation, there have been calls to revise or update the Civil Services Conduct Rules.

Suppose you are a senior IAS officer who is heading a panel set up by the government to bring suitable changes in the conduct rules. Elaborate on how you will respond to the following questions:

(a) What are the issues with a civil servant expressing his/her views on social media on various matters?

(b) Should criticism of government policies on social media by civil servants be allowed?

(c) How should civil servants conduct themselves on social media? (20)

हाल के दिनों में, सोशल मीडिया सभी के लिए अपनी जानकारी और राय साझा करने के लिए एक महत्वपूर्ण मंच के रूप में उभरा है। कई लोक सेवक भी सोशल मीडिया पर अत्यधिक सक्रिय हैं। इस स्थिति को देखते हुए, सिविल सेवा आचरण नियमावली को संशोधित या अद्यतित करने की मांग की गई है।

मान लीजिए आप भारतीय प्रशासनिक सेवा के एक वरिष्ठ अधिकारी हैं, तथा आचरण नियमावली में उपयुक्त परिवर्तन करने के लिए सरकार द्वारा स्थापित एक पैनल का नेतृत्व कर रहे हैं। विस्तारपूर्वक बताइए कि आप निम्नलिखित प्रश्नों पर क्या प्रतिक्रिया देंगे:

(a) एक लोक सेवक द्वारा विभिन्न मुद्दों के संदर्भ में सोशल मीडिया पर अपने विचार व्यक्त किए जाने से संबंधित मुद्दे कौन-से हैं?

(b) क्या लोक सेवकों द्वारा सोशल मीडिया पर सरकारी नीतियों की आलोचना करने की अनुमति दी जानी चाहिए?

(c) लोक सेवकों को सोशल मीडिया पर खुद को कैसे संचालित करना चाहिए?

This case study deals with foundational values of civil servants, importance of Code of Conduct in public administration and need for regulating rising technological medium with respect to PUBLIC SERVANT Conduct

(a) IMPORTANT ISSUES with respect to CIVIL SERVANT'S OPINION

ISSUE 1) Balancing Fundamental Right of EXPRESSION vs Duty to Government orders

→ Civil Service code of conduct rules ensure the ultimate PUBLIC INTEREST by ensuring Civil Servant Opinions are not misunderstood

2) Issue Social Media vs Duty to remain NEUTRAL as Fundamental Right

Impartiality & Neutrality are GUIDELINES for civil servant which must be upheld even if "PRIVATE SPACE" (like Instagram, TWITTER)

3) Distinguishing PUBLIC & PRIVATE SPHERES

as this line requires prolonged deliberation, with respect to SOCIAL MEDIA

(b) To Analyze whether CIVIL SERVANT can critic GOVERNMENT:

CIVIL SERVANT can critic

- 1) in ordinary citizen capacity as guaranteed by LIBERTY OF THOUGHT, EXPRESSION in our PREAMBLE
- 2) Civil Servant can critic in PUBLIC INTEREST, as the end of the day, it is right of people to be aware. (REPRESENTATIVE & PARTICIPATIVE Democratic ethos)

However, CRITIQUE

- 1) goes against EMPLOYER-EMPLOYEE Boundary
ie. Civil Servant must provide his dissent in available & legitimate forum like Committees, Department meetings
- 2) Civil Servant's Principle of POLITICAL NEUTRALITY & IMPARTIALITY

3) Critique can serve as a tool to disturb POLITICAL, LAW & Order which is not expected of Permanent Bureaucracy.

Thus civil servants must not critic Government Policies on SOCIAL MEDIA in Largest PUBLIC INTEREST

c) CIVIL SERVICE conduct rules lay important guidelines about workplace manners that can be augmented:

1) SOCIAL MEDIA must not be used to spread any misinformation or CLASSIFIED INFORMATION.

2) Workplace Photography or any document pictures must be prohibited.

3) Screening of Social Media Posts by CIVIL SERVANTS in interests of Public Order.

4) Institutional mechanism must be created as "CHECKS & BALANCE"

between Peer level OFFICERS

5) channelising Civil Servant organizations to draft a coherent SOCIAL MEDIA CONDUCT GUIDELINE

6) Also, every post must accompany necessary "DISCLAIMER" that this does not represent or relate to government opinion.

7) NUDGE theory where Professional & Personal Social Media Accounts must be separated to ensure PUBLIC CONFIDENCE

thus, this case study explains the need to sustain Public trust and safeguard administration duties and rights in evolving technology era.

13. Economic growth has been the primary goal of economic policies, and the principal measure of an economy's success. In the last few decades, economic growth benefitted mankind in multiple ways. But alongside these benefits, it has also generated significant issues and a series of converging challenges. In light of this, answer the following:

(a) What was the rationale behind GDP growth being considered the pillar of economic policies the world over in the past few decades?

(b) Explain the need to go beyond GDP growth and reassess our measures of development. Identify some of the components that need to be complemented with GDP growth going forward. (20)

आर्थिक संवृद्धि, आर्थिक नीतियों का प्राथमिक लक्ष्य रहा है, और किसी अर्थव्यवस्था की सफलता का प्रमुख उपाय भी। विगत कुछ दशकों में, आर्थिक संवृद्धि ने मानव जाति को कई तरीकों से लाभान्वित किया है। लेकिन इन लाभों के साथ ही, इसने महत्वपूर्ण मुद्दों को और अभिसरण संबंधी चुनौतियों की एक श्रृंखला को भी उत्पन्न किया है। इस तथ्य के आलोक में, निम्नलिखित प्रश्नों के उत्तर दीजिए:

(a) विगत कुछ दशकों में विश्व भर में जी.डी.पी. की संवृद्धि को आर्थिक नीतियों का स्तंभ माने जाने का मूल आधार क्या था?

(b) जी.डी.पी. की संवृद्धि से आगे जाने की आवश्यकता की व्याख्या कीजिए और विकास के हमारे उपायों का पुनर्मूल्यांकन कीजिए। कुछ ऐसे घटकों की पहचान कीजिए जिन्हें आगे बढ़ने के लिए जी.डी.पी. की संवृद्धि के साथ पूरक के रूप में होने की आवश्यकता है।

This case study deals with the parameters of growth, role of governance & ethical growth paradigm, and Importance of SUSTAINABLE GROWTH & DEVELOPMENT Approach.

(a) Gross Domestic Product is aggregate sum of value of goods & services

produced within the boundary of nation

**RATIONALE
for GDP as
PILLAR of
Growth**

More GDP, indicated more economic value creation, leading to MORE IMPORTANCE of Country on Global Map.

Ex- USA in 1960s as a Super Power

More GDP also correlated with high employment, which indicates high LABOUR Productivity

More employment generation, correlated with more enhanced Quality of life.

For example - education, health, housing etc.

Thus, VIRTUOUS economic cycle was created which correlated with

- BETTER SOCIAL LIFE & MOBILITY (middle class increase)
 - BETTER OPPORTUNITIES
 - ALSO, Women Empowerment
- (↑ GDP as a Collaborative FACTOR)

(b) However, Professor UL Haq & Amartya Sen demonstrated the need to go beyond "GDP".

REASONS

- 1) GDP rise did not end poverty
Even in 2020 - USA highest GDP/per capita & Absolute poverty (~5-8% of population)
- 2) Case study of OIL BOOM Countries
→ very fast GDP rise but poor became poorer
- 3) Women employment levels are at an average 25% as per GENDER GAP report
- 4) GDP growth also drove Regional Imbalances
Ex: In India - Green Revolution led to the massive regional divide (rise of "CAPITALIST FARMERS" of NORTH)
- 5) GDP growth in general could also be due to INFLATION without any economic improvement
Ex - USSR in 1980s

Thus, there is a need to judge Growth & Development going beyond a indicator of GDP.

1) HUMAN MULTIDIMENSIONAL POVERTY INDEX - it judges poverty on various parameters :

- 1) HEALTH
- 2) EDUCATION
- 3) BASIC services (Sanitation, electricity, housing etc)

This helps understand the rate of GROWTH Percolation

2) HUMAN DEVELOPMENT INDEX (HDI) that judges Quality of life based on education, health access and economic standard.

3) GROSS HAPPINESS INDEX - Bhutan Model that judges based on CULTURAL conduciveness & conservation becomes crucial for INDIA.

4) GLOBAL GENDER INEQUALITY INDEX - that judges gender as a cause of employment, education inequality and can help Government in AFFIRMATIVE ACTION.

5) INCLUSIVITY / SOCIAL MOBILITY Index by WEF that assesses various degree of social mobility for India, it is important to understand SC, ST, Minorities, Divyang, elderly needs equally.

6) ENVIRONMENTAL SAFETY - Sustainable growth must carefully be judged within purview of environmental sustainability.

Thus this case study helps us understand Multi-dimensional ethical paradigm of INCLUSIVE GROWTH FOR ALL ("SABKA VIKAS")

14. The Covid-19 pandemic is far from over but governments across the world appear to have either relaxed lockdown parameters or will do so soon. Containing Covid and restoring our economies requires not just good policy decisions and medical advice; it also needs continued compliance with the recommended behavioural changes. Daunting as they may seem, the drastic changes in behaviour being called for, can indeed be brought about. Answer the following in this regard:

- (a) Why is behavioural change seen to be desirable in a country like India, when it is faced with a pandemic of the kind of Covid-19?
- (b) What role have different stakeholders in India been playing in helping communities adhere to the desired behaviour?
- (c) Discuss the challenges in bringing about behavioural change, particularly in such an environment of anxiety and uncertainties. (20)

कोविड-19 वैश्विक महामारी की समाप्ति अभी बहुत दूर है लेकिन विश्व भर में सरकारें लॉकडाउन के मानदंडों में या तो शिथिलता प्रदान करती हुई प्रतीत हो रही हैं या शीघ्र ही ऐसा करेंगी। कोविड के प्रसार को रोकने और हमारी अर्थव्यवस्थाओं को पुनः बहाल करने के लिए न केवल अच्छे नीतिगत निर्णयों और चिकित्सा सलाह की आवश्यकता है; बल्कि इसके लिए अनुशंसित व्यवहार परिवर्तनों के साथ इनके निरंतर अनुपालन की भी आवश्यकता है। ये चाहे जितने भी चुनौतीपूर्ण प्रतीत हों, व्यवहार में जिन बड़े बदलावों की अनुशंसा की जा रही है, वे वास्तव में लाए जा सकते हैं। इस संदर्भ में, निम्नलिखित प्रश्नों के उत्तर दीजिए:

- (a) भारत जैसे देश में, कोविड-19 जैसी वैश्विक महामारी का सामना करने के लिए व्यवहार परिवर्तन को वांछनीय क्यों माना जाता है?
- (b) भारत में समुदायों को वांछित व्यवहार का पालन करने में मदद कर रहे विभिन्न हितधारकों की क्या भूमिका रही है?
- (c) विशेष रूप से चिंता और अनिश्चितताओं के ऐसे वातावरण में, व्यवहार में परिवर्तन लाने से संबंधित चुनौतियों की विवेचना कीजिए।

This case study deals with the role of PUBLIC ADMINISTRATION in dealing with UNFORSEEN & CRISIS Situations, importance of Ethics as Foundational Value & Applied Ethics.

1(a) COVID-19 Pandemic has brought
a paradigm shift in way of life -
"SOCIAL DISTANCING", "MASKS & PPE
KITS",
"FACE SHIELDS" etc.

For India, there is a need to
sustain behavioural CHANGE

NEED for
SUSTAINING
BEHAVIOR

It is a UTILITARIAN
Measure. For one
Country, POPULATION
Density is as high as
382 persons/sq km

Secondly, in interests of our
ELDERLY POPULATION which is
rapidly rising

Apart from Elderly, we have
HIGHEST DIABETES & CANCER
incidences who are highly
VULNERABLE to COVID-19.

Also certain cultural habits
that have sustained - like TOBACCO,
public Spitting have to be changed
to AVOID Spread of VIRUS

(b) IN this context, various
STAKEHOLDERS have played
INSTRUMENTAL ROLE

1) ROLE OF POLICE - in certain places
people who did not wear masks
were FINED; in other places given
a "ROSE" & asked to wear a mask;

Also innovative punishments -
"IMPOSITION on Why mask
is IMPORTANT in Public
Place".

2) Role of Hospital Professionals:

Using Audio-Visual tools, various
innovative CAMPAIGNS to promote
Covering Mouth & Nose; Also,
to protect Elderly, "SPECIAL FACE
SHIELDS"

3) ROLE of Ground level ASHA Workers
In Kerala, Asha workers helped in
delivering Food (Cooked Midday
MEAL) to Children and door to
door survey of pregnant women.

4) ROLE OF CIVIL SOCIETY: Ensuring masks for all; drawing distinct boundaries (circles) at all Public places, Local language campaigns to ensure SOCIAL DISTANCING.

5) ROLE OF GOVERNMENT - to ensure people led approach & participation "JAN CURFEW", "9 minutes at 9PM" etc to ensure Collective BEHAVIOR reinforcement

C) CHALLENGES in behavior changes are MULTIFOLD

CHALLENGES

at an INDIVIDUAL there is RESTLESSNESS and chaos due to FAST rate of changes.

For example - Lockdown witness more SUICIDE cases than COVID-19 Induced deaths as per Yojana Report (June 2020)

at a COMMUNITY LEVEL, lack of a LEADERSHIP VACUUM as situation is rapidly evolving.

CHALLENGES

At a country level, there are various issues to Prioritize

Ex

ISSUES

— economic slump
— massive unemployment
— rapid reverse MIGRATION
— issue of home schooling
— Hospital Capacity BOTTLENECK
— Budget Constraints

Also this must be balanced with International Cooperation & Priority
(Ex - India's Namaste universalized as "GREETING")

Thus, this case study explains the need for resilience and perseverance for any public servant to effectively handle CRISIS & being required to SUSTAIN BEHAVIORAL CHANGE