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GENERAL STUDIES (TEST CODE : 1525)

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Medium Hindi/Eng.	ENGLISH	Date	19/12/20
Center			

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, विभागीय 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 दिये जाने चाहिए जिसका उल्लेख आपके प्रवेश पत्र में किया गया है और उस माध्यम का स्पष्ट उल्लेख प्रश्न-सह-उत्तर (विमूलीए) पुस्तिका के मुख पृष्ठ पर अधिक निर्दिष्ट स्थान पर किया जाना चाहिए। उल्लिखित माध्यम के अतिरिक्त अन्य किसी माध्यम में दिए गए उत्तर पर कोई अंक नहीं मिलेगा।
- 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 उसका 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

2. (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 प्रशासनिक विवेक सही तरीके से उपयोग किया जाए तो यह एक बरदान हो सकता है, हालांकि इसका दुरुपयोग अभिजाप सिद्ध हो सकता है। उदाहरणों के साथ चर्चा कीजिए।

Administrative discretion is a necessary requirement because of wide variety of situations that are required to be assessed while formulating a policy and its desired implementation.

Can be a blessing

o Empathetic to people's needs

Eg: Despite no provision for a single father benefiting from scholarship scheme for his girl child, administrative discretion can be exercised to provide the same.

o Better policy functioning

Eg: PDS shops offer CPOs machine. Ballot papers have been facedly issued where fingerprints don't match due to old age. Exercising discretion to make sure no one goes hungry is desirable.

Can be a cure

- Compromising personal interest

Eg: Coal allocation scheme that resulted in coal scam and subsequently the supreme court intervened.

- Violating public trust

Eg: 1111 - Chanda Kochhar and AdPower bon case against corporate governance.

- Massive national / public interest

Eg: Economic Survey 2017-20 highlights how firms that got contracts based on misuse of discretion have caused widespread defaults resulting in huge NPAs in banking.

Now, administrative discretion must be exercised responsibly in order to provide equitable, efficient, inclusive and participatory governance.

2. (a) 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

उत्तर: 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?

According to 2nd ARE report, the prevalence of corruption in India can be viewed as the degrading of public morality of its citizens who accept corruption as a part of their living.

Shifting acceptance to Rejection

- Increasing cost of such acceptance
- o Swiftly and effective punishment for corrupt practices must be implemented.
- o Since generally corruption goes unpunished, rather is encouraged - it is accepted

Eg: Implementing Prevention of Corruption Act.

- Increasing moral education
- o It helps in behavioural change.

- Easing the complaints mechanism
 - o i.e. decreasing the cost of rejecting corruption.
 - o Generally honour officers are transferred / suspended or demoted.

- Bringing Transparency

- o Due to increased secrecy in working of government, people are not aware about their rights against corrupt practices and their efficacy.
- o Using time stamping of single window clearance, positive status approvals etc can help rejecting corruption.

Corruption is a social menace - India is often branded as a soft state because of it. Need of hour is for society to come together against corruption.

Eg: Anna Hazare Movement

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

किसी कंपनी के दीर्घकालिक अस्तित्व के लिए आचारात्मक नैतिकता महत्वपूर्ण है। टिप्पणी कीजिए।

A company is able to survive both economically and socially if it is able to take all its stakeholders together.

Ethical business practices help in doing this by increasing the importance of values like integrity, transparency, responsibility, compassion in business practices.

Examples

- Tata's are able to survive for more than a decade because -
 - o They refused to ever partake in bribery
 - o always kept society's need in consideration
 - o were environmentally vigilant / conscious.
 - o took care of employees welfare.
- i.e. did not mere focus on profits but also inclusiveness.

- People like Vijay Malya, Narav Modi
could not succeed for a long time
because -

- o used illicit means to do business
- o no societal or environmental conscious.

- We see examples of labour unrest
when employers exploit their workers.
This leads to shutting down of various
industries.

- Child labour in Brick kiln Industry

Hence, for long term survival it is
important that businesses incorporate ethical
practices of fairness, sustainability, integrity
and transparency.

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 उस समाज के लोगों के अंतःकरण द्वारा समर्थन प्राप्त हो। सचाँ कीजिए।

Law is considered as the backbone of creating a society which is held together by the cement of ethical conscience of its individuals.

Reasons

- Law cannot account for all situations.
Hence there is always a discretion or a loophole here and there.
- o If individuals exercise this discretion ethically and do not take advantage of the loophole, ethical behaviour in society will be encouraged.
Eg: Giving up of subsidy on LPGs.
- Difficulty in making law dynamic to new changes - due to rising technological changes, it is difficult to keep laws at pace.

o It's individual conscience that helps regulate these technologies.

Eg: Social Media can be used for both cyber bullying and cyber support. It is only when conscience is applied, do we even in absence of laws choose the right path.

- Failure of laws without individual conscience
- o Despite laws against drugs, child marriage they are widely prevalent.

Hence, there is a need to cultivate ethical individual conscience through means of education and social awareness. It is only then can law enforce ethical behaviour of society.

Eg: COVID-19 pandemic - laws of PC against public health acts could be better enforced because individuals consciously made a behavioural change.

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

The quote highlights the importance of taking a stand for the things that matter to us like our principles. It reflects on the meaninglessness of one's life if he/she does not fight for what he/she believes in.

Reasons

- Brings social reform.
- Eg. Raja Ram Mohan Roy and Jhanda against sati.
- helps build confidence / character
- Distress and cognitive dissonance is reduced

Present context

- Environment sustainability
- o When children like Aarav Thakur have voice against environmental degradation, it is important that we as adults do too.

o otherwise we might lead this world
into collapse

- Society

o When Bhimrao Ambedkar took a stand
against discrimination, he paved the way
for Dalit progress.

o Without anyone taking stand earlier, they
were discriminated for ages.

o Even now people are standing up against
delinquent acts like mob lynching.

- Government

o Taking stand against corruption because
of belonging in transparency by Anne Hare
has made him an idol for nation.

Keeping silence encourages wrongdoers and
diminishes one's credibility. While raising
our voices we must be conscious of other
people's voices too. Only then can we create
a healthy discussion in society.

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 नज़र में कोई व्यक्ति तब दोषी है जब वह दूसरों के अधिकारों का उल्लंघन करता है। नैतिकशास्त्र के अनुसार, वह तब भी दोषी है जब वह ऐसा करने के बारे में सोचता है। इमैनुअल कान्ट

To establish guilt in legal sense, it is important that a person does an act in presence of guilty mind. Without an act violating the rights of others, no guilt can be established.

However, in ethics, it is not necessary that act is performed. A guilty intention will be enough because ethics is a normative science.

Intention → Act → Consequence

All these together as well as individually are analysed to determine ethical stance. A bad motive towards pursuing an act means that act is unethical even if there is no violation.

Present context

- o Delay CSR not because its one's responsibility but to create a brand value is unethical.
- o Thinking all about one's neighbours because of his identity shows unethical stance. It shows a person is intolerant, discriminatory and dishonest.
- o Tax avoidance practices - even if legal could be termed as unethical.
- o Thinking of causing hurt to other community is unethical even if no act is done in pursuant to same.

eg: Radicalists literature -

Thus, even if law does not punish the person for unethical thought, the higher court of conscience still holds the person guilty.

2. (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 कक्षा कीजिए।

Social Intelligence refers to the capability in a society as a whole to understand the merits of a particular issue. It refers to a person's ease in establishing relations in society and pursuing them for his benefit.

Emotional intelligence refers to understanding, facilitating and using one's emotions to pursue goals of self-regulation and better social management.

Relation between social & emotional intelligence

- While emotional intelligence is the starting point from where a person cultivates the social intelligence. By better understanding one's own emotions and that of others first individually, can emotions of society be understood.

- Emotional Intelligence helps in channelising social intelligence to use for one's benefit.

Ex: Having social intelligence about a community's biases towards a particular issue → using emotional intelligence to understand the reasons behind such biases and how can it be changed
→ action plan to remove biases

Hence social intelligence and emotional intelligence together helps in creating an effective ecosystem where an individual can prosper and achieve his goals

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

यहाँ आचार 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 refers to the list of do's and don't's that guide an individual's decision making and actions. Code of ethics on other hand refers to broad ethical principles that should be applied to resolve ethical dilemmas.

Code of conduct gives structure

- specifies red lines and green areas so that a person does not deviate from organized values.
- minimise discretion wherever possible hence creates homogeneity of values.
- is enforceable through penalties and punishment.

Code of Ethics give foundation

- is applicable even when a new situation arises for which structure is not provided.

- brings stability in the structure due to changing times.

Ex: Even when rules of operating print media and social media might differ, ethics of transparency and responsibility are everpresent.

Together, both code of conduct and ethics build a sound ecosystem. Hence 2nd ARC recommends providing code of ethics for politicians, ministers, civil servants to better regulate their conduct.

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

संक्षेप में यह कहें कि, 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।

According to Buddhism, mere knowledge is not enough if it is not applied with equal compassion. It highlights the importance of both by saying

wisdom → effective decisions
compassion → ethical decisions

together
sustainable decisions

Hence it makes a sustainable mankind.

Compassion

- Refers to understanding other's point and actively pursuing its removal. Thus, it is a feeling of empathy + helpfulness.
- Alone not enough as it will create too much subjectivity and can be taken

advantage of

wisdom

- the ability to analyse on issues on merits, understand its pros and cons and come to a decision
- it helps choosing between right and wrong.
- Not enough if it creates rigidity in compliance of fixed standards.

Eg: While there exists wisdom in verifying fingerprints to avail PDS benefits, compassion lies in providing those benefits even to those who can't get that verification done due to old age.

∴ A man can live a joyful life once he acquires both compassion for others and wisdom of merits.

5. (a) 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 मूल्यों की एक विस्तृत श्रृंखला प्रस्तुत करता है। बर्चा कीजिए।

Dr. A.P.J. Abdul Kalam was the President of India. He was also a successful scientist and an educator who lead by example.

Lessons and virtues for public servants

- Fighting hardships with perseverance

o whether it was his struggle to get education or his struggle to make India a nuclear power, he never gave up.

o public servants face numerous hurdles in implementing policies - social, economic, political. They must never give up and always look for way forward.

o values of determination, courage & perseverance.

- Compassion towards others

o He understood the plight of poverty and

took steps to address the same.

- ° public servants must not be too rigid in following rules and must exercise compassion to fulfil public welfare.

Humility

- ° despite numerous successes, he never lost touch with his roots.
- ° public servants should not deal with public with high handedness. They should be humble and interactive.

Dr. A.P.J. Abdul Kalam's life gives us the virtues of integrity, scientific temper, fortitude, responsibility that must be emulated by public servants everywhere.

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 is a document specifying the standards of services provided and the corresponding grievance redressal in order to provide good governance.

Essential Information to be made available

- Vision and Mission of organisation (to specify broad goals)
- Structure of organisation
- Details of services provided
- Details of clients and the services
- Expectations from client
- Procedure for grievance redressal
- Feedback mechanism.

It should incorporate the maximum standard on which services are aimed to be provided.

Steps for successful implementation

- creating awareness about citizen charter in masses.
- implementing bottom up approach - hence creating stakeholdership in everyone regarding citizen charter.
- providing information in public domain
- creating simplified mechanism of feedback and grievance redressal.
- Eg: call office service delivery for rating
- creating structure of rewards and penalties to encourage adoption of citizen's charter in employees.

Citizen's charter can improve the standards of service delivery and create transparency. Citizen participation in governance. It must be regularly updated to prevent it from becoming redundant.

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।

The Universal Declaration of Human Rights, 1948 provides for human rights that are unalikeable like right to life, shelter, freedoms. It also enshrines responsibility of state in protecting the same.

Protection of refugees

- Principle of non-refoulement

o states are customary obligated to provide compulsory shelter to protect the refugees facing persecution.

- Role as International treaties

o While non-interference in domestic matters is the principle, persecution of community should be protected against. Since refugees are almost on verge of statelessness, protecting states need to fight for their rights.

- To give humane treatment
- o Refugees should be provided with food, water, shelter and other basic amenities.
- o Leaving refugees stranded in oceans goes against the humanitarian principles.
- Ex: Europe shutting its borders

The UN charter also highlights the importance of respecting human rights intentionally.
Even though not all states have capacities to shelter the refugees, every state must do their bit to protect them from their inhumane situations.

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

काल रीतनागरी 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 bureaucratic permissions, rules and regulations that are required to be fulfilled before accessing any public service. It was prevalent in India before 1991 economic reforms.

Hurdle in process of citizen centric governance

- Focuses on following rules then pursuing outcomes

∴ delays the decision making

↓

huge cost of compliance

↓

reduced benefit of service

↓

decreasing consumer satisfaction

- creates mistrust in government because of excessive secrecy and discretion.

- creates corruption that is against public welfare.
- every is hierarchical hence creating distance between citizenry and administration.

In recent times, efficient functioning of RTI applications due to red tapism by asking for multiple requirements is decreasing the citizen centricity of RTI Act.

By reducing red tapism, increasing transparency, simplifying processes, reducing discretion - governance becomes citizen centric.

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 दबान 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।

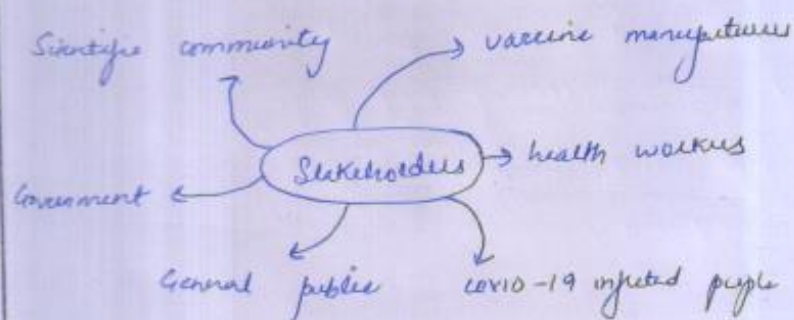
वैश्विक स्तर पर कुछ वैक्सीन उपलब्ध हैं, लेकिन उनकी आपूर्ति सीमित है और साथ ही वे महंगी भी हैं। स्वदेशी रूप से विकसित वैक्सीन में से एक में आरंभिक सकारात्मक परिणाम देखे गए हैं, लेकिन स्वास्थ्य विशेषज्ञों ने इसकी सुरक्षात्मकता, प्रभावकारिता और इसके अनुमोदन के लिए अपनार्द जा रही कार्यपद्धति पर चिंता व्यक्त 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।

The case highlights the most serious problem facing the world today. Due to limited supply and concerns related to cost, the vaccine supply

is also limited. Added to that the
factor of time is making the fight
against the pandemic even harder..



3) Critical Issues Involved

1) Assessing safety and efficacy of vaccine

Due to the nature of pandemic, the
solution needed is fast paced. However,
no solution that compromises on safety
and efficacy is viable, no matter how fast.

2) Delivery of vaccine to public

Due to high R0 factor in COVID-19, need
of vaccine to limit the spread of virus is
necessary. Further issues regarding equity.

and affordability of vaccine also needs to be addressed.

3) Cost of procurement

Internationally produced vaccine while proven effective are very costly. This is especially a concern because of the high population of country which requires large doses of vaccine.

4) International comity

Because every nation is struggling to get the desired vaccine doses and supply is not enough, it will be international comity and diplomacy that will help procure the desired number on priority basis.

5) Scientific research and ethical principles

The COVID-19 pandemic has acted as a boost for pharmaceutical research. It is essential that scientists and researchers maintain and follow ethical principles. Values of informed consent, transparency, accountability, need to be followed.

b) Course of Action

My action plan focuses on achieving the aim of efficient vaccine availability and delivery without compromising on safety aspects.

i) Collect data regarding vaccine available around globe.

• If they are effective and have conducted trials on Indian population too, then despite high cost, initial batches can be procured for frontline health workers.

• Even in absence of trials on Indian population, based on their trial data on global population, after suitable discussion they can be approved on limited basis. Strict monitoring regarding administration and any side effects will be ensured.

ii) Regarding indigenously developed vaccine

• The vaccine that has shown initial

positive results need to be carefully analysed.
No compromise on methodology will be accepted.
 the adverse cost of injecting harmful vaccine
 will be lot higher. It might also result in
vaccine hesitancy for all future vaccinations.

o Giving support to all promising vaccines
 and monitoring their progress through an
independent duly qualified committee.

while providing vaccine at the earliest is
 the priority, it cannot be done at
 the behest of safety of public. Hence only
 decisions on vaccine approval will be solely
 based on scientific merit as to be proven
 with data.

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 में 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 अर्थात् 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 निर्माई जाने वाली अपेक्षित भूमिका क्या है?
- (b) क्या आप मानते हैं कि शिक्षा प्रणाली की इस वधा के लिए केवल सरकार जिम्मेदार है? अगर नहीं, तो उन हितधारकों की पहचान कीजिए जिन्हें इस संकट में शिक्षा प्रणाली में बदलाव लाने के लिए दबाव डालना चाहिए।

According to the World Bank, more than 50% of children in India suffer from learning poverty i.e. they cannot read or write or understand a simple text. This highlights

the part of our education system.

a) Role of Education

o to develop scientific temper

- build individual curiosity
- engage in discussion and analysis
- form one's opinion on merit.
- engage in counter viewpoints.

o to develop values of tolerance, wisdom and articulation.

o to build civic sense

- reform one's behaviour according to the constitutional and social values.
- to not engage in violence against people or property.
- to undertake various tasks like cleaning, voting etc as required.

o to develop in individual a sense of society and nation. understand its rules and moderate one's behaviour.

o to build character

- It is on the basis of our education that we understand the difference between right and wrong.
- values of honesty, integrity, empathy, compassion, patience, perseverance are developed through education. The teachings of great men like Mohatma Gandhi, Swami Vivekanand all taught.

Now, a duly structured education system is suppose to not just nurture the intellectual self of an individual but also its emotional self.

According to Mohatma Gandhi, the education must be of hand, head and heart to make it a complete education.

b) Responsibility of Government

The Right to Education Act, mandates the Government to ensure free and compulsory

education of all children between 6-14 yrs.

This education aim is not to be just
served quantitatively but also qualitatively.

Hence, the responsibility of government lies in -

- o failure to provide sufficient quality
schools.
- o failure to monitor the teaching standards.
- o failure to regulate the lack of moral
education.
- o concentrating only on fulfilling targets
without ground level assessment.

However, apart from government it is also
the responsibility of other stakeholders like -

i) Private schools management

- o to maintain standards of quality education
- o to recruit only qualified teachers
- o to focus on learning outcomes
- o to not profess from education service.

ii) Parents

◦ Home is the first school of a child
hence it is the responsibility of
parents and family members to build
a child's intellectual and moral ref.

◦ Providing the means as well as
monitoring the usage of those means
are the responsibility of parents.

Eg: misuse of phones while accessing
digital education platforms is a concern.

iii) Society as general

◦ to create conducive environment for
education services. If society comes together
then literacy rate will reach 100%, and
every child will learn much beyond
their level tasks?

Eg: Japan education system.

Hence, education is the most important
necessity in this world and all stakeholders
must come together to achieve the same.

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 चतुर्विध 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 परासी 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) इन उपायों का सुझाव दीजिए जो पर्यावरण सकारक व्यवहार के प्रति लोगों को आकर्षित करने के लिए आवश्यक हैं।

According to WHO report, 13 of 20 most polluted cities are in India. This situation is even worse when we analyse that all our top cities and even hinkelands have AAIs levels much higher than safe levels.

Thus despite the fact that measures like

- banning fire crackers
- prohibitory stubble burning
- incentivizing to collect stubble or use happy seed machines

There is no effective enforcement of the same.

a) Reasons behind such violations

- Not enough knowledge

o People are not still aware about the harmful effects of pollution. Since not all face immediate troubles, they are not motivated to take immediate steps.

o More focus is on urban pollution. Rural pollution especially indoor pollution is almost forgotten thus no understanding amongst masses about same.

- Apathy of public

o People consider it the responsibility of government solely to take all steps to tackle the pollution.

o There is lack of civic sense.

o The attitude that I alone don't matter in almost all makes the probability of collective behaviour change difficult.

- Difficulty in choosing alternative path
 - o cost becomes an hurdle while adopting machinery like Happy Seeder that is very costly. Especially considering the small shareholding size of ~86% of Indian farmers, the alternative is not feasible.
 - o Non-availability of environment friendly fertilisers
- Cultural beliefs
 - o Bursting firecrackers during festivals like Dussehra are a part of Indian culture. It is difficult to convince people to not follow a tradition.
 - o Even in agriculture, various actions are motivated by cultural beliefs. Since the alternatives don't lie in consonance with these beliefs, people prefer violating them.

b) Measures to Nudge people- Legal Measures

Formulating laws
mandating stricter
punishment for air pollution

enforcing the laws
effectively.

∴ fear of punishment may nudge compliance

- Policy Measures

subsidise alternative
like rickshaws
or other platforms like
also for booting machines.

giving rewards and
recognition for those that
adopt alternatives

∴ through operant conditioning, the people
can be nudged towards pro-environment
measures.

- Attractive measures

campaigns using popular
celebrities for convincing
people.

Eg: UNICEF ambassador
Bhargava Chitra's appeal
against plastic.

using cultural
beliefs to support
choosing alternatives

Eg: Ayurveda farming,
True essence of Diwali

- Enable society measures

Awareness campaigns

helping choosing
alternatives.

These all measures together can create
an effective nudge to encourage people
to become environment costly. Decreasing
The cost of adopting alternatives will be
the most potent nudge.

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। निम्नलिखित प्रश्नों पर क्या प्रतिक्रिया देंगे:

- (a) एक लोक सेवक द्वारा विभिन्न मुद्दों के संबंध 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?

Social Media has become an important platform to impact good governance. By increasing citizens participation, transparency and decreasing citizen-administration gap, social media platforms can be harnessed for effective and efficient governance.

a) Issues with civil servant expressing on social media

- Principle of Anonymity

o civil servants are the anonymous cogs in the government machinery. This is in order to avoid any conflict with the political representatives. Social media removes this degree of anonymity.

- Principle of Neutrality

By expressing their viewpoints in public, they establish a position. This becomes an hindrance if political executive changes and along with it the policy is changed. Because of their past specified position, chances of conflict and cognitive dissonance increases.

- Possibility of Misinterpretation

Since social media platforms mainly involve

succinct statements and various people can comment over it, the possibility of misinterpretation increases.

This is especially a problem during controversial discussions which involve issues related to cultural / societal beliefs.

- Diminishing space between private and public
Because of the position of civil servant, any opinion expressed by him is directly linked to government and its work whether even if that opinion is privately held.

b) Criticism of government policies

Essentially, every citizen has a freedom of speech and expression as a fundamental right guaranteed under Article 19(1)(a) of the Constitution. This includes criticising the government policies. However, in relation to civil servants this freedom is not provided because -

- o every policy is adopted after thorough discussion. A civil servant can express this criticism internally where it can be better discussed.
- o expressing it on social media goes against principles of neutrality and support to political executive.
- o It may result in becoming a fodder to propaganda machinery against the government.
- o It breaks public morale regarding the policy hence hampers its execution.

A civil servant can and should express its opinion internally. It must be conscious of citizen's perspective but while formulating the criticism. Expressing it on social media does more harm than good.

c) Civil servants' conduct on social media

- maintaining propriety and dignity :
o's not undertaking part is trash talks
- Not venturing into controversial issues
that may embarrass government's position
in the public
- following ideals of tolerance, empathy,
honesty, modesty and integrity
- as a representative of administration, it
he must utilise the platform for
better governance.
- Eg: Collector Bro of Kozikode and his
Facebook page.
- maintaining high privacy and security
Standards.

Code of conduct and ethics for social media
must be formulated to better guide the
civil servants.

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 अभिघरण संबंधी चुनौतियों की एक शृंखला 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।

A country's GDP / GNP growth determines its key in international policy. It is so because it plays a major role in decreasing poverty and improving living standards.
Eg: India b/w 2006-16 managed to bring 271 mn people out of poverty. This is in backdrop of avg. annual growth rate of 8%.

o) Rationale behind GDP growth as pillar

- Easy to measure

- o Because it's quantifiable hence it can be easily measured and comparisons can be drawn.

- Impact on well being

- o Countries with high GDP growth are more affluent

Eg: USA - largest GDP - developed nation
China - high growth rate - poverty < 6%.

- o Economic strength has direct correlation with international position

- o countries with good economic strength has always been rule makers

Eg: Permanent members of UNSC
Mandate system post world war

- Economic strength also means social harmony
 - Social distress is generally high in poor nations due to limited resources.
 - Eg: Somalia, Yemen

- Relation to Investment decisions

- A country's GDP growth also determines the amount of foreign investment it receives.
- Eg: US - top destination - largest GDP
- India - 9th position - highest GDP growth in major economies.

- Determinant of fiscal and monetary policies

- To undertake expansionary or contractionary fiscal / monetary policy is better determined on basis of GDP growth.

b) Need to go beyond GDP

- Doesn't always result in high human development

o India faces huge burden of malnutrition despite high GDP growth.

o World Bank identifies 50% of children suffering from learning poverty.

- Can hide disparities

o GDP growth does not highlight the wide inequalities prevalent.

Eg: GINI coefficient of India is ~0.21.

where we have top 10% of population owning more than 70% of wealth.

o's benefits of GDP growth are not equitably distributed.

Components complementing GDP growth

— Social components - focus must be also on

- o Universal health coverage
- o Quality education
- o Universal basic amenities like safe water supply, good nutrition.
- o Social harmony - social capital
- o Inclusive growth i.e. taking all sections of society like SCs, STs, minorities, OBCs, women, older, disabled together.

— Economic components

- o Now equitable the growth is
- o environmental cost - benefit analysis of growth
i.e. should not be at cost of sustainability
- o Past untempered economic growth has resulted in issues like global warming.

Hence the way forward is to focus on socio-economic-environmental development to build a sustainable society.

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 वा 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 शिक्षित सलाह की आवश्यकता है; बल्कि इसके लिए अनुशासित 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 लागू 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 में संबंधित चुनौतियों की विवेचना कीजिए।

While we started this COVID-19 pandemic with almost shattering downs the world, 9 months into the pandemic now we are much more relaxed. This is despite the fact that cases are still rising in many places around the world.

a) Desirability of behavioural change in India

- Difficulty in enforcing laws otherwise
- o Due to large population and limited machinery capabilities, strict enforcement of laws is impossible without society's contribution.
- o Behavioural change ensures long term efficacy of any policy.
- Eg: Behavioural change during COVID-19 like maintaining sanitation and hygiene, using face masks act as a defence to future pandemics and even diseases like TB.
- o Technology backwardness - like not wide prevalence of CCTV and such measures means non-compliance of laws cannot be effectively punished everywhere.
- Behavioural change also involves correcting other people's violations -

5) Role of different stakeholders

— Government

- o awareness campaigns / advertisements
- o regular monitoring

Eg: Phone message bypass making a call.

— Media

- o providing verified information nudging towards behavioural change.

— Celebrities / Influencers

- o to become role models to emulate

Eg: Sanu Hood and his charitable work.

— Civil society

- o complement government efforts.

Eg: NGOs distributing face masks / sanitizers

— Police

- o punishing violators
- o using innovative means to nudge.

Eg: Samraj and corona beliefs.

c) Challenges in bringing behavioural change- Economical

- o cost - face mask / sanitiser add to the expenditure.

- Social

- o limited understanding about its effects
- o herd mentality - because others are not following, making fear of those who are following rules.

o

- Cultural

- o sometimes these changes are proving one hindrance is uprooting cultural beliefs.
- eg. Ritual mass gathering in Rivers

- Poor role models

- o many politicians are themselves seen violating these norms hence limiting people's motivation towards adopting these changes.

- Time factor

- o because pandemic is not getting over within feasible time, people become reluctant.

In light of these challenges it is essential that a prolonged comprehensive campaign is undertaken regularly.

Eg: PM's Naam Ki Baat where he urges people to adopt behavioural changes and not become reluctant after a month as pandemic should be complemented with other outreach measures.