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GENERAL STUDIES (TEST CODE : 1525)

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Medium Hindi/Eng.	English.	Registration Number	25308
Center	Pune.	Date	26/12/2020

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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EVALUATION INDICATORS

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

Overall Macro Comments / feedback / suggestions on Answer Booklet:

1.

2.

3.

4.

5.

6.

All the Best

SECTION - A

1. (a) 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 वरदान हो सकता है, हालांकि इसका दुरुपयोग अभिशाप सिद्ध हो सकता है। उदाहरणों के साथ चर्चा कीजिए।

Administrative discretion means the application of mind along with application of laws. Civil servants are the human face of the Indian bureaucracy and thus they are provided with discretion under:

- a.) Civil Services Conduct Rules, 1964
- b.) All India Civil Service Rules, 1968

As a Blessing

- It can promote social justice
eg: sympathetic attitude towards a beneficiary of a scheme that lacks necessary documents to avail it.
- Improves work efficiency
eg: celebrating employee birthdays

→ encouraging peoples' participation in reaching masses.

eg: IAS manipur built "Peoples' road" beyond his legal capacity: demonstrating Paame.

But if used for unethical purposes could prove as a curse : —

a. Arbitrary contract giving to know people. eg: sand mining case.

b. Misuse of public funds for private consumption and usage.

c. Nepotism in recruitment

eg: recently a Zila Parishad teacher held in Wardha for using school premises as business.

With code of conduct and ethical practise in public life. Discretion improves efficiency and overcomes motives of personal aggrandisement.

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 is the abuse of power or misuse of resources for public purpose used for personal gains.

Scenario of acceptance

1.] Ratan Tata once mentioned that corruption has become important to grease the wheels of economy.

2.] Rampant and ubiquitous nature
eg: from school admission to job security, lower panchayat levels to higher political heads, makes it an accepted reality.

3.] Cost on honesty :

honest people are sidetracked, attacked and often face negative repercussions.
eg: death of ~~R~~ S ~~Sh~~ Sanjay Manjunath,
resent RTI activists.

Moving from "Acceptance to rejection"

1. Legal measures :

- a) strict actions and punishments
- b) reduce loopholes and scope for manipulation of laws

eg: recent amendment to Prevention of Corruption Act makes taking and giving bribe both offence.

2. Institutional measures

- a) giving teeth to CBI, CIO, SIO
- b) former PM M. Singh "integrity as a norm and way of life" in administration

3. Attitudinal changes

- a) targetting young minds since school.
- b) rewarding honesty with lucrative postings, promotions.
- c) advertisements, social intelligence to create acceptance atmosphere.

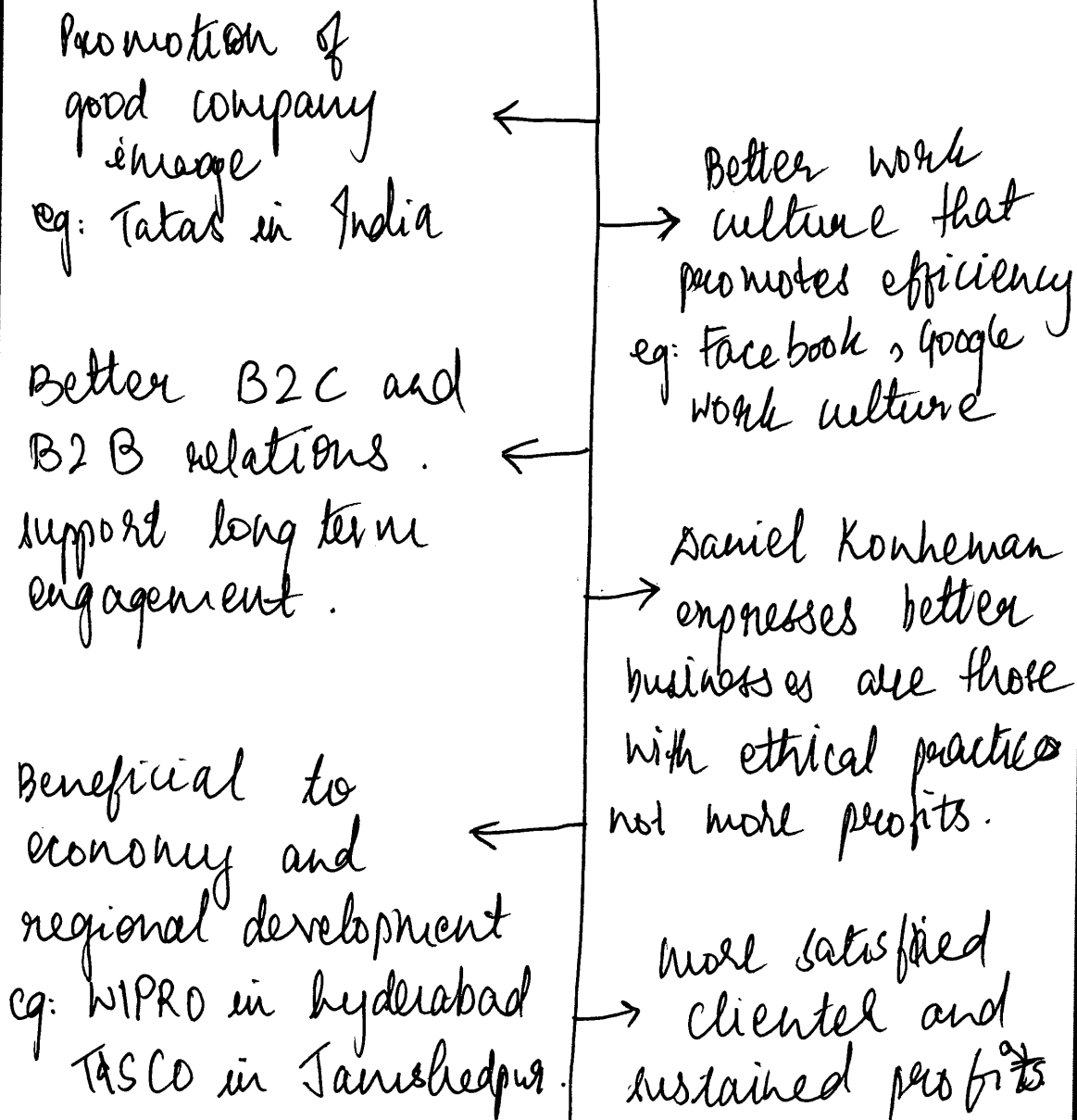
Corruption can be overcome by teaching in heart over mind.

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 refer to sound and ethical corporate governance.

Need for ethical business practices



Demerit of unethical businesses)

1. Trust deficit widening between people and companies
eg: PNB Nirav Modi scam.

2. Short term gains over long term sustainability
eg: Chit fund, Sharda scam

3. Poor employee relations, low efficiency and nepotistic governance.
eg: P. Nustey allegations on TATAs.

Thus, in all circumstances ethical business do better not only quantitatively but also qualitatively.

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।

Law refers to the rules and regulations formulated by state that are applied uniformly.

Law in most cases acts as a guide for ethical behaviour.

eg: Anti corruption Act

Prevention of atrocities against SC, ST Act

They reflect a commonly held ideas and values that society aims and aspires to achieve.

But law alone is not enough

August Comte noted:

"Law provides a direction while the actual path is traversed by the society itself."

Thus, there is need for conscience in the society to promote ethical behaviour.

Conscience is the inner voice or self-reflection of what is right and wrong.

It promotes reflection on actions, thoughts, beliefs, etc.

Example : Conscience also guides when laws fail. Raja Ram Mohan Roy opposed sati and Gandhiji promoted conscious adherence to satyagraha despite legal sanctions.

Thus law along with conscience reflects the external guide and internal guide respectively to a person.

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 Jr was an
ardent supporter of equality and
fought against Racism.

In that light of this background
he ~~at~~ mentioned that non-action or
silence in times of crisis is the end
of humanity or degradation of human
values.

He also said that :-

"Deepest places in Hell are reserved
~~for~~ for those who remain silent
during times of crisis". This shows
he believed in non-adherence of
negative laws not only passively

but also actively.

Even Gandhiji promoted the proactive tool of satyagraha and non-indulgence in the wrong doing.

Neutrality is not a passive concept but a positive concept that supports right actions.

Thus it is said that

"a character of a man is judged not where he stands in times of comfort and peace but ~~who~~ in times of challenge and crisis.

Thus examples of Greta Thunberg for voicing against global warming.
Anna Hazare for Right to Information are important examples.

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

क़ानून की नज़र 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

With this quote Immanuel Kant talks about internal as well as internal ethical practice.

The relation goes as:

Thoughts → actions → habits → character

Thoughts can translate into actions which ultimately lead to character.

It is hence, important to have right awareness about not to harm others even in one's thoughts.

It highlight an important virtue of integrity. Integrity goes beyond laws and honesty as an ethical guide.

Example

A person commits a crime and confesses it to police shows legally adhered principle.

But ethics especially integrity ~~do~~ commands him/her to not commit the crime in the first place. Further, not ~~only~~ thinking about it at all.

Any shaking thoughts leads to Cognitive Dissonance and crisis of conscience.

Thus ethics promote clear line of thinking and provides a yardstick that promotes judgement of what is right and wrong.

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 is the ability to have productive interpersonal skills. It is the ability to get along with people and influence them towards a common goal / purpose.

Social Intelligence (SI) is also understood as "people skills" or "inter-personal skills". It promotes active socialisation and participation in social dynamics.

eg: HR Managers in companies have high SI.

Leaders like Mahatma Gandhi, Nelson Mandela have high social intelligence.

As a feature of Emotional Intelligence

- Daniel Goleman included social awareness and social management as important component of EI.

As an accelerator of EI

- SI promotes better Emotional Quotient.
- EI is the awareness and management of emotions of self and others.
- Thus, social understanding enhances EI further.

As different from EI

SI focuses more on public relation and social participation
EI is more inward looking and focus on individual emotional management.

Thus, in ethics SI and EI promote healthy work culture, healthy mental and social wellbeing.

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 ethics and code of conduct often used interchangeable, but are different in some aspects, that aims to achieve same goals.

Code of Conduct

- It is the guidelines for the conduct of a task, business or any action.
eg: Civil Service Conduct Rules, 1964 for officers.

All India Service Rules, 1968 for IAS, IPS

- As a structure to organise values
It provides a framework for attainment of commonly-defined goals.
→ It explains the "How" of values attainment.

example : value of efficiency achieved by adhering to laws, following senior's directions.

It provides a "body" to the values that need to be upheld.

while Code of Ethics provides a "soul" to the structure.

- CoE explains the basis of the structure
eg: ethics of social welfare, justice
people's empowerment is the
foundation for the organisation of
other values of efficiency,
transparency, etc.

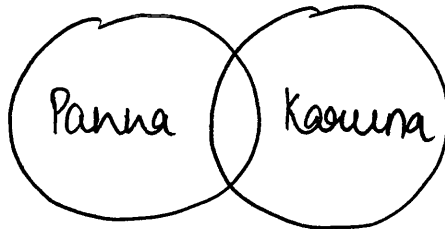
eg: Hippocratic oath to doctors is an
example of code of Ethics that
lays foundation for code of conduct
and direction to the organisation
organisation of other values.

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।

The above mentioned values of Panna and Karuna broadly define the concept of Synthesis of Emotions and Intelligences.

Equal development of 2



Wisdom + compassion = Emotional Intelligence
Corporate + compassion = Compassionate Capitalism

on the similar lines,
Albert Einstein said that -
 "teaching a person in mind and
 not in heart makes him a
clever devil"

Application of the two

1] Compassion along with wisdom leads to social integration, reduces inequalities.

eg: The life of Swami Vivekanand is the best balance between the two.

2] If wisdom overpower Compassion it lead to manipulation, arbitrary rule and rising inequalities.

eg: Elitism and Irony Tower Bureaucracy that has paternalistic attitude and not compassion.

Thus, there needs to be a balance and equal development of wisdom along with compassion to become a person of character.

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. APJ Abdul Kalam was a multifaceted personality that represented the epitome of ethical conduct in personal and public spheres.

Virtues from his life

1. Honesty and integrity

He never accepted any gifts as taught by his father, a teacher.

2. Value of dedication

Rightly called the "Missile man of India" his dedication and sincerity of work led to Agni, Prithvi, Pokhraman-II.

3. Non-partisanship and impartiality

Despite being the President he did not lend support to acts of their ruling party which were controversial.

eg: Defence of India Act.

4.7 Compassion and respect to all

He respected all his employees, guards and never looked down upon despite holding prestigious position as President.

Lessons from his life1.7 Role of family

that can mould a child.

2.7 Role of parents, teachers and leaders as essential to inspire youth.

3.7 "Wings of Fire" book he showed faith in youth and patriotic feeling towards India's future.

4.7 Action-oriented

→ Always ready to learn, act and perform. His tragic death was also during a guest lecture, showing "the best never rest".

The Bharat Ratna awardee, was an embodiment of integrity, optimism and never dying spirit.

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 Charters are the commitment of government towards service delivery. It upholds the value to good governance via public-centricity.

The essential information that needs to be included are

a] The holistic services enlisting, including sub-component for clarity.

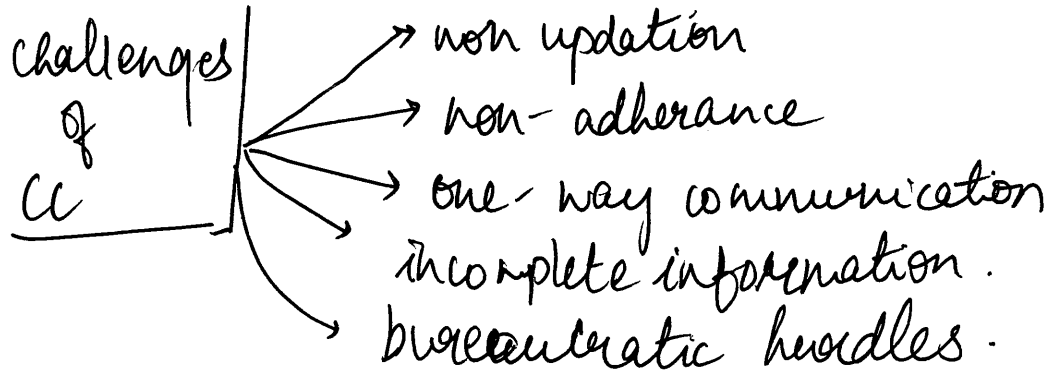
eg: the Citizen Charters (CC) are deficient of complete enumeration at Police Stations

b] The Name, office address and contact information of the offices, officials

c] The grievance redressal provisions

d] The Secondary grievance redressal to the non-adherence in 1st instance

e] multi-lingual information.



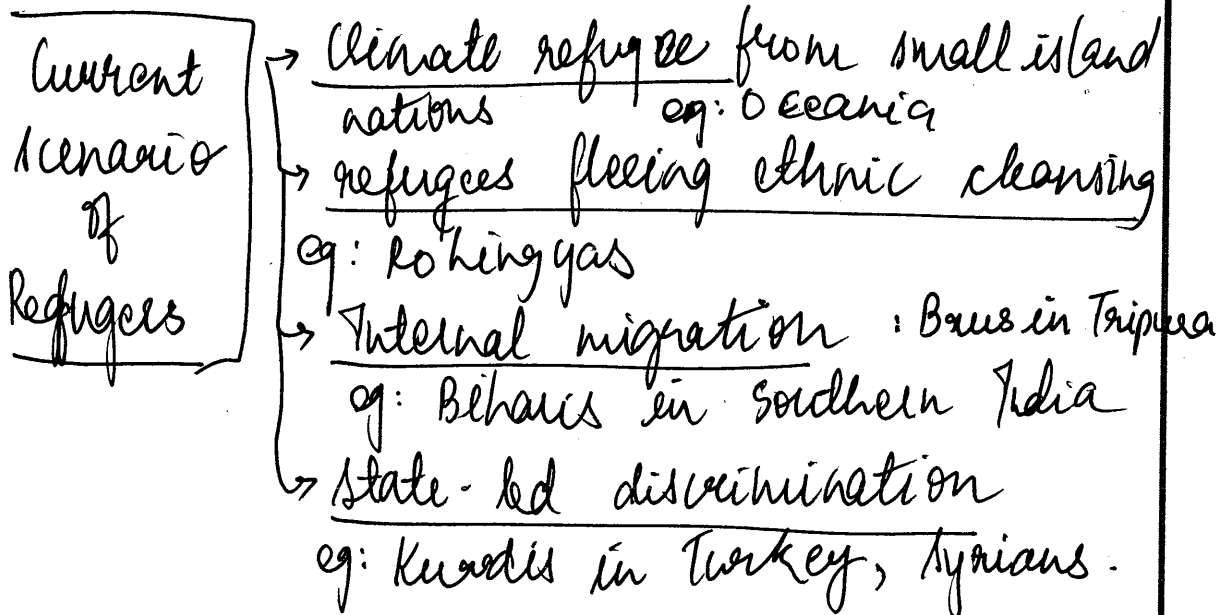
Steps to implement CC

1. 2-way communication
inclusion of civil society, NGOs in formulation
2. multilingual, multi-sectoral basis
3. Online updation and digitally
available.
4. Sensitisation of officers towards
its importance for proactive implementation
- Best example: CC at Stamps & Registration
department of Maharashtra
5. Designating officers to verify the
working
6. Use of technology - robotics at reception
Barcode for more information, etc.
This way it will promote efficacy
of citizen charters for good governance.

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।

Refugee crisis of recent times is a glaring dissatisfaction of human rights violation and disregard for the humanitarian principles.



Responsibility of all members

- Human rights are universal rights that are bestowed upon person by virtue of being born human.
- Universal nature → explains the need for protections, promotion and

popularisation of these rights.

- Inward looking policies have dented support to refugees.
eg: Italy's policies towards African refugees.
- The Refugee Convention states the principle of "Non-Refoulement" i.e. no expatriation of refugees to where they face threat to life.
- There needs to be universal assent to the convention.
- Upholding of HR and humanitarian principle is a mark of maturity and sustainability.
- Some states like Bangladesh, Germany have accepted refugees and this should be emulated by all members.

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-tape" refers to the barriers that are usually displaced at public property, or work in progression.

similarly "Red-tapism" is an attitude of obstruction or heavy regulations that prevents smoother processes and actions.

Red-tapism as a hurdle

1. "Rule-based" governance as opposed to "role-based" governance.

2. Policy Paralysis → due to contradicting policies and rules.

eg: Official secrets act vs Right to Information Act render no action at all.

3. Delayed Implementation

especially developmental programmes and works.

eg: due to ~~red~~ red-tapism, it requires 38 documents to start a business in India as opposed to 12 in New Zealand and 10 in Switzerland.

4.7 Sent to public spirit and loosing "human-touch"

eg: death of girl in Thakhand due to starvation, denied PDS due to lack of Aadhar card.

5.7 "Ivory tower" bureaucracy

→ top-down approach
→ people not consulted and involved in policy making-

eg: sewing machines given to Saharia tribe who consider needles as forbidden.

Way ahead

1.7 Mission Karmayogi

2.7 on-site training

3.7 Social audit mechanisms

These can improve governance from "Red tape" to "Red Carpet" governance.

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।

The on-going COVID-19 pandemic has brought focus over the public health system and public-spirited governance.

Key facts of the case

- 1.] Rapid spread and fatalities
- 2.] Foreign vaccines availability issues and cost - ineffective
- 3.] Domestic vaccines still under trial.

Ans a] The key critical issues involved in the case are :

- 1.] Saving lives of citizens
- 2.] Life v/s Legality - as drugs under trial need to follow scientific methodology.
- 3.] Responsibility of government towards masses.
- 4.] Foreign import v/s domestic production - reliance of both has its merits and demerits.
- 5.] Quick action v/s wait and watch approach.

Ans b As the cabinet secretary and head of the vaccine development committee my course of action will be based on priorities

- a.] Quick action to reduce fatalities
- b.] Improve research in domestic vaccine development.
- c.] Uphold procedural integrity.
- d.] Balance short term relief and long term health agenda.

The following steps will be taken

- 1.] Buying of drugs from foreign pharma companies at rebated prices and concessions in other form to them.
- This will ensure reduction in fatalities
 - Improve COVID-fighter and warrior health.
 - Reversing mortality is the immediate aim.

2.1 Employing reverse engineering to produce drugs on large scale by Indian pharmas.

- This is legally done under "Compulsory Licensing" of essential drugs.
- Promote indigenous mass production.

3.1 Emp~~to~~ asking pharma companies to collaborate on action to speed up the process

- advising pharma to hire more R&D staff and employ more working hours.

4.1 Offering incentives to employees to improve delivery of vaccine developers

- to promote efficient, faster and scientific development.

5.1 In no way will ^I ~~it~~ ^{promote} compromising the methodology of vaccine development - This will prove fatal in long run, results in mutant viral strains

and compromise public health system again.

Ethical practice become necessary to upholdⁱⁿ scientific research as the threat to human life is multiplied

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।

Ans a] Albert Einstein stated that
"education is what remains after
you have forgotten what you learn
in schools"

This reflects the role of education
in not only raising academic
achievements but also making humans
better citizens. Character-building is
an important feature of education

Basic literacy is a poor parameter
to judge socio-economic development.
Education must instill inquisitiveness,
rationality, spirit of science and
humanity.

Malala Yousafzai said
"one pen, one book, one teacher
one student can change the world"

Thus attitude-building, civic sense, responsibility towards nation are important values education teaches us.

Ans b Education system reforms are to be championed by :

Core stakeholders

- students themselves
- parents
- teachers
- government

Peripheral stakeholders

- administration
- NGOs in the field
- society at large
- activists

Changes to be brought out in education system :

a. Better civic responsibilities

eg cleanliness, good sanitation, etc.

b. Respect for diversity

most students exhibit biases learned

from families ; need to be reversed .

c) Quest for knowledge and learning as a life skill to improve outcomes and development.

d) Emotional intelligence
for interpersonal skills, self-awareness
and reduce stress and anxiety .

e) Thus , education should promote
holistic and integrated development
of a child .

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।

Pollution is a human-made problem and it also requires human-led mitigation measures.

Ans a] Reasons for indifferent attitude toward environment :

a.] Lack of sensitisation towards conservation measures.

b.] Lacadaisical attitude shown by most of the society.

- c] lower penalties that did not
do create dissonance against pollution
- d] Preference to short term gains
over long term gains.
- e] Utilitarian approach showcasing
egoism and selfish attitude.
- f] Awareness about harmful effects
could also be a reason
- g] General attitude of "non-adherence"
to rules

But air pollution is a
serious problem. 1 in 8 death is
due to it. It is 'one of the
biggest killer.

Ans b] There is a need to nudge
people towards environment friendly
behaviour.

a.] Positive attitude formation via

→ Knowledge dissemination in movie theatres, hoarding, media, etc.

b.] Behavioural management

→ with fines, stringent penalties to develop deterrence.

c.] Negative attitude toward polluting

a.] Use of "opinion makers" eg: sports stars, film stars to deter.

d.] Use of civil society, NGOs that have more public appeal with people.

e.] Use of nudge techniques

via social media, campaigning, social persuasion.

f.] Similarly, targeting young minds as they are in formative ages and easily moulded towards sustainable practices.

g.] Use of films, documentaries,
street plays to create awareness

h.] Monetary incentives
to shift to eco-friendly modes.

i.] Stringent implementation of
rules on the part of government
to improve efficacy.

as it is seen that same person behaves
differently in foreign lands and India
regarding littering.

In this way by moulding
attitude and affecting social perception
a sustainable and ecofriendly
behaviour and lifestyle be adopted.

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?

Ans a Social media has come to
affect all lives and all sections
even bureaucrats. Thus the
stakeholders involved in the
case are

immediate

- 1.] civil servants
- 2.] social media users.
- 3.] social media platforms.

peripheral

- 4.] Government at large
- 5.] society at large

There are certain issues that arise due to civil servants expressing their opinion on social media.

a.] conflict of interests

organisational stand vs person views.

b.] Personal ethics vs Professional ethics.c.] Unclear guidance in Civil Service Conduct Rule leading to cognitive dissonance.d.] One views leading to mass opinion formation potential.

Ans b There are certain issues on use of social media by officers for expressive view.

- Government employees civil servants and thus they have institutional commitment towards the government.
- Similarly, civil servants are the "face of the government" and their views are not completely de-hyphenated from government.
- Criticism of government policies on social media could have a domino effect leading disruption in the system and suffering of public image.
- CS are under oath of secrecy and to uphold government commitment at all times.

Ans c] Thus logically it brings to the way how CS should use social media.

- a.] Limiting oneself to personal usage.
- b.] ~~Either~~ linking personal profile from official profile to reduce exposure.
- c.] Do not indulge in political debates and criticism as they are part of the government machinery. and are bound to be responsible.
- d.] Avoiding posting questionable posts of partying, drinking etc that can malign image of the government.

There is a need to amend and modify CS Conduct Rules to promote balanced use of personal and professional aspects of social media

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।

Economic growth refers to the quantitative increase in the country's production, income levels, etc.

Benefits of economic growth have made countries consider it a rationale for economic policies.

Ans a Rational behind economic growth
considered as a pillar

- a.] Easily quantifiable measure .
- b.] Other countries followed it and created an influence on developing countries like India .
- c.] It promoted a spill over effect on other sectors as well .
eg: link established between rising income and better nutrition also better access to resources and improved socio-economic parameters.
- d.] more suitable for some sectors like industries, infrastructure to measure growth.

But there are certain issues and challenges in only adherence to growth as a parameter.

Ans b] Need to go beyond GDP growth reasons being :

- 1.] Rising inequalities . Oxfam Report said 1% of rich own 40% resources in India
- 2.] Environmental degradation
→ unsustainable approach of growth .
- 3.] Social developments still poor
eg. 36% of India is still illiterate .
only ~1.3% of GDP spent on health .
- 4.] Need to be more people-centric
→ needs-based approach
→ bottom-up governance
eg. 2000 tribals displaced due to construction of "Satue of Unity". This shows it lacked unity .
- 5.] Multi-sectoral , multi-sectional development .

Thus, there is a need to shift towards :

1. Multi-regional development
rural-urban-tribal all areas included.
2. Multi-ethnic inclusive growth
→ vulnerable, destitute, SC, ST, Divyangans
3. Outcome-based growth
→ learning outcomes over building schools.
4. Bottom-up Need based budgeting
eg: Bhutan's Green GDP concept puts their requirements over 1st.
5. Gender-development
6. Sustainable development
eg: Green economy, Green GDP.
7. Multi-sectoral
Industries, agri, services all at an equitable pace.

This additional components will make economic development green, clean, inclusive and sustainable.

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।

COVID-19 pandemic is a reality
that the world is faced with. There
are certain recommended actions
that need compliance at all times -
such as -

- 1.7 use of sanitisers, disinfectants and washing hands.
- 2.7 Reporting and testing on showing symptoms
- 3.7 Physical distancing in public spaces and the like.

Ans a Behavioural changes become necessary during a viral pandemic and especially so in a country like India.

Reasons being

Behavioural change merits

- sustained changes
- forming positive attitude towards recommendations
- more acceptability towards the recommendations
- public acceptance

Indian situation

- high population density
- poor sanitation and hygiene in most parts
- non-adherence to rules is the most common attitude.
- Rules are ineffective in long run but require behavioural changes.

Ans b / The role of stakeholders in bringing desired changes.

a. Government :

- formulating guidelines and recommendations for people.
- promoting radio, TV and phone call alerts for COVID-19.

b. Media :

- proactive role in information dissemination.
- use of Jingles, Advertisements, memes to promote behavioural changes.

c. Health personnel

- highest hygiene standard adherence.
- popularising the same.

d. Administration and local police

- strict curfews, lockdowns
- use of strict compliance even lathi charge to create deterrence.
- constant vigil.

e. Civil society and NGOs : provide sanitisers, etc.

Ans c/ Challenges to change in behavioural components:—

- a.] Strong negative attitudes towards imposed restrictions.
- b.] Habits are difficult to change
eg: spitting on road.
- c.] Anxiety and uncertainties
among migrant workers and the need to return to villages completely left administration helpless.
- d.] Social customs
like hugging, touching feet are still a hurdle to the recommendations.

Thus, behavioural change is an important component of attitudinal formation that can help achieve COVID-19 restrictions and adherence to rules.

