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GENERAL STUDIES (TEST CODE : 1525)

Name of Candidate	Shailja Pandey	Registration Number	93637
Medium Hindi/Eng.	Eng	Date	26/12/20
Center	Online		

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

1. 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)।
2. There are **FOURTEEN** questions printed in **ENGLISH & HINDI** इसमें चौदह प्रश्न हैं अंग्रेजी और हिन्दी में छपे हैं।
3. **All questions are compulsory.** सभी प्रश्न अनिवार्य हैं।
4. The number of marks carried by a question/part is indicated against it.
प्रत्येक प्रश्न/भाग के अंक उसके सामने दिए गए हैं।
5. 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।
6. Word limit in questions, if specified, should be adhered to.
प्रश्नों में शब्द सीमा, जहाँ विनिर्दिष्ट है, का अनुसरण किया जाना चाहिए।
7. 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.

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 is in the grey zone areas where clear guidelines are not available and situation specific behaviours are expected according to wisdom of officers eg. in riot control.

Blessing if Used Correctly

Genable Flexibility to deal with crisis or novel situation eg. covid

maintain human face eg. grant help to needy ^{poor} elderly despite shortage in documentation

Contextualise solutions according to region. eg. Aspirational Districts Scheme.

Provide space and prevent rigidity
and fossilisation of services

Curse if Used Inappropriately

Delay decision making due to
indecisiveness in discretion.

Arbitrary application may affect
objectivity eg. coal allocation before 2015

Spoil level playing field, increase
politicisation of services and encourage
corruption eg. 29 scam

May be misused for personal
aggrandisement over public interest
eg. selection of contractor
as family member

Thus discretion must be
used with moral quotient that
necessitates Code of Ethics as in UK.

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?

2nd ARE notes that public cynicism against public service has led to acceptance of corruption as what greases wheel of administration. eg. elect criminal politician, pay bribes at RTO office

Reason for social Acceptance:

- divisive society
- poor grievance redressal
- collusion corruption

How to shift Acceptance to Rejection?

- Ethical Training of public officials/where citizens are sensitised

Effective Transparency mechanism to provide information to people so they can gauge all facts eg. Jan Soochna Portal (RJ)

Strong accountability means
Citizens' charter
CPGRAMS

Exemplary punishment, naming + shaming can create opinion against corruption (Kamtilya in Aethashastya)

Transparency and anticorruption as political party manifestos (2nd ARC)

Break bureaucratic-political-criminal nexus to enable clean administration

Greater communal harmony.

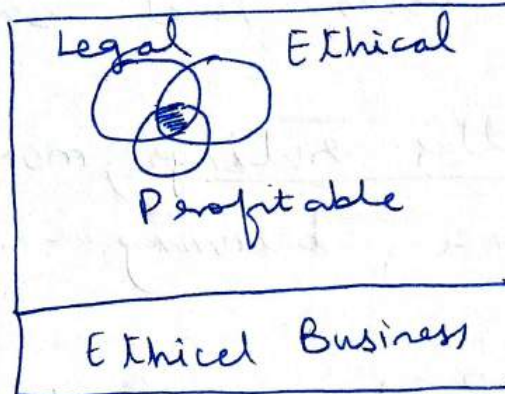
Corruption as its root. Corruption suggests breaks society and must be replaced with integrity.

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

किमी कम्पनी के दीर्घकालिक अस्तित्व के लिए व्यावसायिक नैतिकता महत्वपूर्ण है। टिप्पणी की जाए।

Ethical business practices as part of corporate governance, connote value driven businesses with norms of efficiency, transparency & sustainability

Need for Long Term Survival



Government

• Regulations -

will be fulfilled preventing regulatory wrath as in Sahara.

• Goal orientation will be strong by bringing innovation & competitiveness. eg. Tata

• Greater employee satisfaction improving productivity. eg. TATA

• Larger consumer acceptance due to positive image eg. of Microsoft due to philanthropy

• Crisis management is better due to strong work culture.

• Less chances of frauds and losses that save investor wealth.

• Better ratings, more investments, lower borrowing costs.

• Positive ripple effect in society eg. stronger profits → employment generation → demand creation → greater company sale.

Thus ethical business practices must be imbibed as highlighted in Companies Act 2013 & committees as Uday Kotak.

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 क़ानून केवल तभी सफल होता है जब इसे समाज के लोगों के अंतःकरण द्वारा समर्थन प्राप्त हो। चर्चा कीजिए।

Law is the set of objective rules and regulations that guide human behaviours. Aristotle says, good laws enable good societies.

Role of laws . tell do's and don't's
 . facilitate development
 . protect rights.

Succeed in Ethical Behaviour only
 when Backed by Individual Conscience

Compliance of law depends on civic
 conscience of individual ie, his
 sense of right or wrong. often
 oversight is not possible 24x7.
 . eg. traffic laws if no policemen

Law only tell moral minimum
 and often leave it to
 individual to fill grey areas.

eg. IT Act does not prohibit avoidance of tax but it is unethical.

• Law may be interpreted in different ways demanding ethical conscience.

eg. sec 356 is misused due to misinterpretation.

• Law may become outdated and may need change by conscience to alter it.

eg. establishe sec 377 IPC.

• Law may be immoral and thus need conscience to change it

eg. CDM by Gandhiji
(civil disobedience)

• Law may fail to note subjectivity of contexts.

eg. if allergy patient ~~eg~~ asks for proscribed drug without prescription, should it be denied in emergency?

Thus laws must be supplemented by well educated conscience for effective implement

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 by Martin Luther King Jr highlights the importance of being vocal about injustice, intolerance and exploitation rather than watching them in silence.

Martin Luther who led Selma Movement in USA for rights of black America against discrimination seems to suggest that we should not be quiet about significant things just because they don't affect us or we feel too weak & scared.

Else one's lives will seem to come to an end.

This is so because:

- ignoring something important may lead to repercussions
eg. caste-violence keeps rising
- it leads to moral dissonance
- it causes loss in social capital and oppression of the weak.

Thus if something is of importance we must be vocal. Like Raja Ram Mohan Roy spoke against Sati. Anna Hazare undertook painful fast to ask for Lokpal. Tukaram Munde talked of integrity.

To give meaning to life, we must speak for truth and Justice. As Rousseau says, "Absolute silence brings sadness. It is the image of death".

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 कान्ट

The statement highlights the objective nature of law where "action" is necessary to establish guilt. However ethics is internalised and subjective and even if somebody has bad thoughts, it is immoral.

Law is meant to protect rights as Locke acknowledges. However in ethics there is an element of inner conscience that condemns a wrong thought.

Law on the other hand needs ill deed to be externalised.

Law is more teleological where an effect leads to induction. Ethics is deontological where even a mental diversion from

Thus law is successive but
ethics is prior. Law is action,
ethics is intuition.

The statement highlights
Gandhian principles drawn from
Jain doctrine that can be
practised even in thought. That
is why as Yoga claims through
meditation it is important to
purify one mental processes.
eg. stealing is crime, thinking of stealing
is unethical.
Hence Kant places
morality as prior to law
with using law of universalisability
to find right and think
right that shows up in right
actions.

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 gauge situation around you, adjust to it and alter it for positive outcomes eg. Gandhi Chamei Chandra ~~was~~ violence ~~and~~ withdrew Non Cooperation Movement since he could measure that sentiments of masses were turning to violent means.

Social Intelligence has following components:

- Awareness of external situation.
- Foresight of things in future
- Communication Skills
- Team work & Leadership
- Empathy and compassion

It is closely related to emotional intelligence where one is aware of one's own emotions and has high degree of self control.

Positive Relation

• EI is first step to social intelligence. As Socrates says Know Thyself.

• Strong EI means one can first handle own emotions well and then serve as leader
 \ manager to society
 \ role model

• Similar elements of motivation, self regulation, empathy, etc.

Thus EI & SI are closely related to enable mature individuals & smooth societies.

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 आचरण संहिता उस संरचना को एक आधार प्रदान करती है। परीक्षण कीजिए।

Code of conduct is a set of document that prescribes do's and don'ts and guides human behaviours. Code of ethics is more generic & subjective document that underlines the values of an organisation.

Code of Conduct Presents a Structure ; Code of Ethics Foundation

Code of Conduct

Code of Ethics

Quantitative parameters as structure

Qualitative parameters as background

Highly rigid.
Often restrictive mould/structure.

As foundation more flexible and enabling.

Code of Conduct

Code of Ethics

External accountability as institutional structures eg. CVC, CAG, CBI

Internal accountability as foundation depends on conscience eg. guilt, remorse

• Objective as structure, little room for situations of
- grey areas
- contextual
It is narrow

• As foundation, it is wide and can provide a solution to ethical dilemmas for "greater good"

Thus the two are complementary in building a society whose essence is positive Platonic virtue.

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।

Buddhism as ashtangika marg
(Eight fold Path) to morality
gives concept of compassion ie, action
oriented to alleviate sufferings of
others. and wisdom ie, right
knowledge of impermanence.

Moral Perfection through Compassion

As Dalai Lama says to be
happy, practice compassion. It
enables one to:

- assist others in getting
over misery eg. Bachpan
Bachao Andolan of Kailash
Satyarthi.

- enable self-sacrifice and tolerance as virtues
- brings humanity and cohesiveness in society
- removes base elements of greed, revenge, hatred.

Moral Perfection Through Wisdom

In Buddhism knowledge of Four Noble Truths is necessary to forego attachment to worldly things that is the cause of pain. This helps develop selflessness and deontological actions without regard to reward of ~~own~~ reward. It helps to break ignorance.

eg. A.P.J. Abdul Kalam

This drawing lessons from Buddhism initiatives as charity and knowledge eg. Science Fest, etc

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, the missile man of India, former President and Bharat Ratna Awardee offers valuable lessons for public servants.

Perseverance - Despite being from humble background, he rose to great heights of success through persistence.

Today public servants face daunting challenges eg. post covid recovery, poverty, poor learning outcomes that should be dealt with diligence.

Scientific Temper - Dr. Kalam helped in developing nukes for India. Today public servants need to embrace technology & science. climate science.

Integrity - Dr. Kalam never misappropriated anything from government and maintained honesty with reputation Perception Index Rank around 80, public servants need to learn

Public Service - He was devoted to public welfare & sacrificed everything to see nation grow.

This dedication to public service is needed where personal interest must be secondary.

Secularism - He never advocated ~~the~~ divisions and fostered brotherhood.

Today's communal intolerance rise e.g. anti conversion bill in UP demands secular civil servants.

People centrality -

He wrote personal letters to children. Public servants must remain down to earth & accessible.

Thus Dr. Kalam's life must serve as strong role model for Indian civil servants the steel frame of country.

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's Charter is a document that underlines the commitments made by an organisation to its customers on quality, efficacy, safety, etc.

Essential Information to be made Available

- Vision + Mission of Organisation & its strategic goals
- Type of service provided.
- Details of clients
- Quality standards, quantitative
- Grievance Redressal Machinery
- Expectation from clients
- Alternatives if Any
- Cost, Time etc. of service

Steps for Successful Implementation of Charter

- Awareness among citizens (2nd ARC).
- Training to employees eg. COMMIT
- Robust grievance redressal eg. PRAKATI
- Monitor + feedback on charter eg. mygov.in
- Periodic updation of charter
- Wide consultation with all stakeholders.
- Use of technology eg. RTI portals, e service
- Quantify more, Right to Public Services Bill, etc.

Citizen's Charter is important
aspect of SEVOTTAM that 2nd
ARC suggests enable democratic

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।

Human rights as defined under Universal Declaration of Human Rights are Lockean natural rights without which no man can seek to be at his best. eg. equality, liberty, freedom of association.

Respect for Human Rights : Responsibility of All members in This

International Organisation as UNHRC that monitor + flag violations.

Civil society groups eg. Amnesty International train workers, provide aid

media spreads awareness.

monitor others' rights.

Role + Responsibility of state

- Enforcing Human Rights through
 - institutions - NCSC, NCST, NHRC, NCHW
 - schemes eg. Saara Siksha Abhiyan
- Investigating + punishing human rights abuse
 - CBI probe into Mother's rape
- Protection to victims of human rights assault
 - eg. Tibetan refugees in India
- Prevent state forces from excesses
 - eg. UN Convention Against Torture to prevent custodial violence
- Human rights literacy + international cooperation.

Thus states must come together to safeguard human rights for welfare of its citizens.

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 is excessive document-ation and procedural focus that delays quick decision making and smooth execution. eg. delays in project clearance.

Red tapism as a negative characteristic of bureaucracy means:

- focus on processes over outcomes
- absence of empathy towards work
- hesitancy in using discretion out of fear
- excessive laws + rules, some even redundant
- multiplicity of processes
- absence of inter department coordination.
- vague procedures

Why hurdle in Transitioning to
Citizen Centric Government?

- Outcomes are neglected for sake
of processes. eg. excessive export
compliances vs rise in export
- Slows down decision making
leading to delays in service delivery.
- Resistance to change and evolve with
demand of time. eg. slow digitisation
- Absence of compassionate face of
bureaucracy where the pain of
poor is ignored. eg. Thackhard
starvation deaths
- Weak accountability mechanisms
where ill go unpunished, increasing
scope for corruption - eg. PDShops.
- Public trust is shaken.

Thus as PM has
stated bureaucratic red tape
be replaced with red carpet
through Charter, RTI, performance appraisal or Mission
Karam.

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)

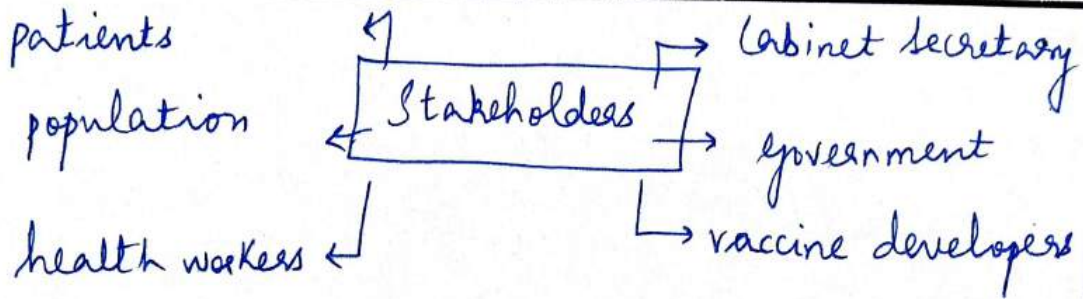
कोविड के प्रकोप के कारण मृत्यु की बढ़ती संख्या को देखते हुए सरकार, जनता को कुछ वैक्सीन उपलब्ध कराने को लेकर अत्यधिक दबाव में है। आप भारत सरकार के मंत्रिमंडल सचिव हैं। आप देश में कोविड प्रकोप का सामना करने के लिए वैक्सीन का विकास और वितरण की प्रक्रिया का निरीक्षण करने वाली समिति का नेतृत्व कर रहे हैं। 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 है। 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 incident presents the need of an urgent vaccine to tame a pandemic but with the necessities of safety, efficacy and transparency.



Values Needed - objectivity, dedication to, service, compassion, accountability, emotional intelligence

(a)

CRITICAL ISSUES INVOLVED

- Death toll due to covid can break families, morbidity due to disease have forced lockdowns leading to shattering of economies + livelihoods.
- Need of a quick vaccine to curb spread of virus that can:
 - save lives
 - reduce healthcare burden
 - resume economy

- Government pressure, in a democracy, to deliver healthcare to citizens and thus duty of cabinet secretary.
- Hurried approval to vaccines must not put safety at stake, since unintended consequences of crudely developed vaccines may do more damage to public health and public trust in government.
- Need of transparency in vaccine approval and sufficient regulatory forbearance to balance rapid vaccine and safety.

(b)

Course of Action

- Towards Vaccine Developers - Liaison with ICMR and CSIR to ensure periodic and transparent updates on vaccine development.

Provide fund support from government and ease regulations only to extent they maintain equilibrium between vaccine availability and safety.

The indigenously developed vaccine must be carefully vetted and concerns raised by health experts issued to help remove them.

Request global vaccine developers to collaborate with Indians eg. Astra Zeneca and invoke Doha Declaration on IPR.

Towards Government - ~~to~~ assure of dedicated duty but advise not to take decisions in haste.

Towards Citizens - Advise on

- social distancing
- mask use, hand hygiene
- ramp up healthcare

Reasons It is necessary to be on the toes about vaccine development and assist developers.

However adequate caution on safety is necessary else ramifications could be disastrous.

At the same time regular correspondances with government on the issue can reduce anxiety.

Positive health attitudes can curtail virus till vaccine is available.

Thus as Cabinet Secretary I would undertake the task as committee head with urgency and precaution.

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 अधिकांश 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।

Swami Vivekanand says
education is the manifestation
of perfection in man. Thus it
has vital role in value develop-
ment.

(a)

Role Played by Education

India has seen upward trend in education levels, but qualitative aspect of education is poor.

- Inform on Right and Wrong through Value Education classes.
- Monitor child's behaviour and change deviant behaviours eg. lying through persuasion & punishment.
- Teacher as role model to imbibe within ~~human~~ students values of discipline, empathy, punctuality. eg. Ramakrishna Paramhansa
- Develop cognitive abilities to reason and think through ethical dilemmas.
- Orient human intellectually, emotionally, physically & socially.

eg. Yoga classes, National Green Corps to develop environmentalism.

• Foster brotherhood and tolerance by cross cultural exchange and thus break social barriers of caste, etc.

• Inculcate democratic values of participation, leadership, equality, etc...
eg. School Captains, debates, essay.

(b)

Role of Government

• Education is a core public function. (Art 21A) (Sarva Shiksha Abhiyan)

• The vast network of primary schools by government must be leveraged to improve infrastructure, financing and learning outcomes.

• Government can uphold teacher accountability and teacher training.

- Course ~~curricular~~^{curr} may be revised.
- Finland, Japan with quality education have excellent public schools.

Other Stakeholders

Parents - Mother as first teacher

in - basic numeracy
- values of compassion & kindness

Father as model figure to
inspire perseverance, feminism, honesty

Their stakes in School Management
Committee to improve education
system.

Youth through National Service
Scheme, ideation on mygov.in can
give suggestions & lead
+ ... campaign. eg. Malala

Media responsibility to expose
flaws and best practices.

Civil society as PRATHAM to
gauge school performance.

Corporates through CSR eg. Nankhi
Kali by Mahindra to upgrade
education.

Opposition parties who can uphold
government accountability eg. Shashi
Tharoor & Kapil Sibal have given
views on National Education Policy.

Thus education must be
upgraded to enable value
realisation of a virtuous
based society as envisaged
by Vai Talim of Gandhiji.

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।

14 Indian cities were among 20 top polluted cities of the world according to World Air Quality Index. Reasons as automobile emissions, industrial pollution, etc contribute to pollution.

Reasons Behind Behaviour of Society

- Information Deficit on the effect of air pollution on health, since it is a prolonged silent killer.
- Lack of civic sense and societal capital that realisation of 'Oneness'.
- Weak law enforcement against violators.
- Decentralised nature of problem eg. cracks bursting, that needs proactive local governments and not top down approach.
- Convenience and cost saving is preferred over ecology. Lack of environmentalism due to rising consumerism.
- Lack of empathy towards the poor and the sick who suffer most.

· Lack of eco friendly alternatives that are viable eg. Happy seeders that prevent stubble burning are expensive, green crackers are not easily available.

· Missing innovation ecosystem that could bring green replacements.
eg. 48 rank in World Innovation Index.

Measures

Sensitisation campaigns - on air pollution by educating on hazards and green behaviours.

Strict vigilance and Quick Against violators.

Decentralise action taking ~~acts~~ against the problem eg. community groups.

Accessibility of cleaner alternatives
must rise. eg. custom Hising
centres for happy seeders.

Innovation of cost effective eco
friendly solutions eg. Clean air
programme with Norway.

Environmentalism through training
and sensitisation eg. #fridaysforfuture.

Result Oriented Action ie, clearly
show how good actions improve
life.

Incentive mechanisms eg. Green
Medals.

Technological solutions

- drones to check violations
- GPS tracking of fire incidents.

Persuasion through figure personalities
with credibility.

Thus adequate behaviour
change towards air pollution is
necessary to save our commons -
air and ensure right to life
Article
(21) and clean environment (Article 48A).
As Margaret Mead says, "The
future will either be green or
none at all".

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? (2 J)

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?

social media as a creative
confluence of art, science and
commerce has attracted civil
servants eg. Twitter, Facebook.
society issues
digital companies
Stakeholders
senior IAS officer
civil servant

Values Needed - transparency, temperance, dedication to public service.

(a) Issues with Civil Servant Expressing Views

- Openable dissemination of government's perspective, facilitate information delivery, increasing accessibility and grievance redressal of government.
- Balance freedom of expression with reasonable restrictions eg. confidentiality of secrets.
- maintain political neutrality and desist from criticising or endorsing any party.
- Threat to bureaucratic anonymity.
- Possibility of seeking personal credit over public welfare.

- Focus on optics over delivery in governance.

(b) Should criticism of government policies be allowed?

- Civil Service (Conduct) Rules do not permit criticism of government policies by civil servants.

- It can endanger reputation of government creating trust deficit and increase scope for politicisation of service.

- Internal channels to express dissent eg. Noting etc may instead be used if some matter is of grave concern.

- Freedom of civil service to express (Article 19) is not absolute eg. (Art 33)

How should Civil servants conduct on social media?

- As Transparency Mechanisms to increase information on government initiatives and enable feedback.
- Distinguish personal and private matters.
- Emotional Intelligence and maturity.
- Balance time over social media and actual implementation.
- Refrain from violating code of conduct.
- Maintain political impartiality.

Do not reveal secrets or
privy information of government.

Ensure cybersecurity measures
eg. update device software etc.

Maintain professionalism.

Social media should become
positive agent of change rather
than obstruction in public
service delivery by civil servants
as highlighted in Nagpur Resolution
on e governance.

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 stemming from Adam Smith's Wealth of Nations is regarded as an ideal for national development. eg. GDP, GNI, per capita income

Rationale Behind Economic Growth as Pillar

wealth creation enables higher income levels, better standards

of living for individual, enhanced defense capabilities for nations and greater money at disposal for social welfare eg. health.

• Innovation and entrepreneurship is usually correlative to GDP etc.

• Indices as Human Development Index, Happiness Index taken GDP, etc into consideration.

• High economic growth is related with

- employment
- formalisation of economy
- investments, exports

• Capitalist model of development is based on economic growth.

• Examples of South Korea, Taiwan that earned wealth and became prosperous.

(b)

Need to go beyond GDP growth

- Isolated approach to economy misses out other components eg. social inclusion. Holistic approach is needed.
- Economic growth often comes at cost of environment.
- Regional disparities can't be addressed through GDP alone eg. Jharkhand vs Mumbai
- Justice cannot be served with mere numbers. eg. 10% population in India takes up more than 70% wealth.
- "Capability approach" by Amartya Sen claims GDP figures see humans merely as "means". What is needed are freedoms, etc.
- Democratic values may be sacrificed for economic growth eg. China.

Components to be Complemented

Social Empowerment by upliftment of weaker sections :

- transgenders ie, employment
- women safety eg. Nishchaya Fund, B3P
- caste atrocities to reduce eg. SC-ST Act
- child welfare eg. National Child Labour Plan Policy

Communal Harmony and brotherhood

eg. Anami Ekta Week

Human Capital Development through

skilling, health, education

eg. Ayushman Bharat

Ecological Balance through

sustainability & conservation.

eg. Project Tiger.

Democratisation through grassroots empowerment, citizen participation, etc.

Inclusive growth with empowerment of all regions and sections
eg. Aspirational District scheme

Development of value system eg. empathy in society eg. Sacred Hearts of Mother Teresa

Thus growth should go beyond economy as an integrated approach of Jardhan savaodaya.

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 presented a cende dilemma due to lockdowns and health scare - to die of hunger or the virus. In this context behavioural change is, wearing masks, hand hygiene, social distancing, coughing etiquettes are vital.

(a) Need of Behavioural change?

• Scarcity of Health Facilities eg.
merely $\approx 1:1500$ doctor: population
ratio against WHO recommended $1:1000$.
Polity $1.13-1.9$ GDP spent on health.
Thus, healthcare capacity is low.

• Rise in infection with new strain
over 70% more spreading speed in
UK. Delays in vaccine development.

• Need to re open economy to
save informal sector with no savings
and revive an economy that saw
contraction of 24% (Q1 2020-21).

• The merits of behavioural change
in being cheap and easy way
to stop spread of virus. Very decent
aligned and democratic with overall
or for other aspects too.

(b)

Role by Different Stakeholders

- Government in IEC campaigns and rigorous monitoring eg. police & penalties.
- Citizens to adopt practices, enforce compliance from others.
- Healthcare workers in advising patients.
- Civil society groups eg. Kudumbashree, community workers as ASHA, local bodies eg. in Odisha can spread message.
- media and celebrity figures in spreading the word eg. Amitabh Bachchan voice recorded messages.
- Office staff in enforcing it through code of conduct.
- Religious groups making appeals.
- WHO etc. giving out credible information.

(4) Challenges in Bringing Out Behaviour Change?

Access to People may be difficult considering lockdowns, isolations, etc.

Low Enforcement is restrained by limited Staffing, overtime and few PPE etc.

Lack of Community mobilisation may not help in decentralising efforts.

Vulnerabilities among people due to low income and absence of social security is forcing them to avoid such advices. eg. vegetable vendors without mask

Overpopulation and congested cities with overloaded transport means it is difficult to maintain social distancing
eg. public transport, Dharavi slum.

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Strong monitoring may be missing and there is need to go beyond cosmetic behaviour change to internalisation of positive behaviours.

Low credibility of WHO, etc due alleged foreign interference, etc.

It is important to incorporate behaviour change by constant messaging and enforcement to enable victory against the pandemic.