



# VISION IAS

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## GENERAL STUDIES (TEST CODE : 1525)

|                   |          |                     |            |
|-------------------|----------|---------------------|------------|
| Name of Candidate | NISHA    | Registration Number | 962917     |
| Medium Hindi/Eng. | ENGLISH. | Date                | 29-12-2020 |
| 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

- 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

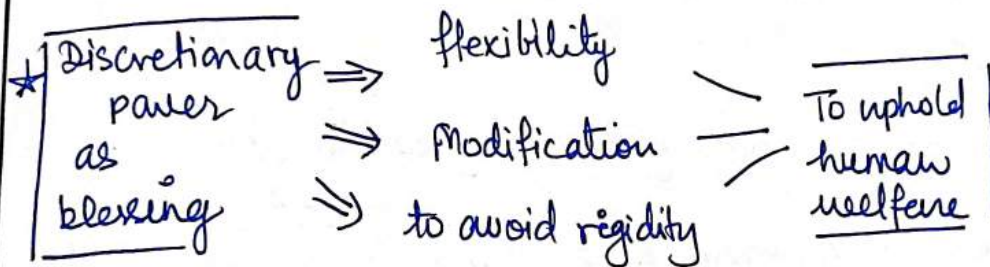


SECTION - A

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 बरदान हो सकता है, हालांकि इसका दुरुपयोग अभिशाप सिद्ध हो सकता है। उदाहरणों के साथ चर्चा कीजिए।

Civil Servants in India are provided with (Art 311).  
security and discretionary power when they  
implement the policies of the government



→ Rigid rules can hinder the spirit of laws  
hence flexibility will uphold both the letter and  
spirit. For eg - rigidity may hinder a potential  
but inelligible beneficiary for a scheme but  
discretionary powers can be used to provide benefit  
by modifications and exceptions.

→ Governance is becoming complex and ground realities  
are different than in paper. Eg. Naxal affected areas.  
→ Appointments to be done in transparent manner

However

Discretionary Powers - Accountability - Integrity = Nepotism  
Corruption  
Complacency

→ Civil Servants in India have powers to utilise the public funds (huge) if they lack accountability and transparency, the discretion becomes a disaster

→ Misuse of discretionary powers ⇒ Bureaucrat - Business nexus

Business favouritism, Rent seeking

Eg. Sanctioning tenders for road construction

Thus as far as possible discretionary powers must be codified, minimised with proper regulations and accountability measures like social audit; digital transparency and civil servants have to be man of integrity to realise their goal role and uphold public service



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?

It is said that corruption in India has become Sanskritised (normal) as [Kaushik & Basu] and it has also become Benality of evil (ie people do not consider it wrong anymore).

### Culture of Acceptance of Corruption

- Bureaucratic lethargy — Elitism  
Bureaucratic attitude  
complacency.
- Work culture has deteriorated where front line workers are engaging more in corruption and whole hierarchy is engulfed.
- Socio-economic situation in India 4% of workforce in formal jobs - 90% of informal workforce - at mercy of them.
- Normal phenomenon to get work done quicker - Eg. to get driving license by paying 3000₹ instead of whole procedure delays.

Culture of acceptance → Culture of Rejection  
↑  
'change of Attitude'

- Classical Conditioning - Reward the honest officers and punish the corrupt ones to promote good behaviour
- Right Messaging from top leaders - PM when from the helm says corruption is unacceptable, delivers a message to the whole machinery
- Strengthening and widening of Prevention of Corruption Act and powers to CVC, CBI, CAG etc
- Sensitisation and training of front line workers and telling them their consequences of corrupt practices on common man.
- Improvement starts with 'I' - do not succumb to culture of acceptance - Resist it from now  
As APTJ Abdul kalam taught us we have to be 'brand in ourselves', 'we have to be incorruptible'  
in a way no one cannot even approach us for bribe.

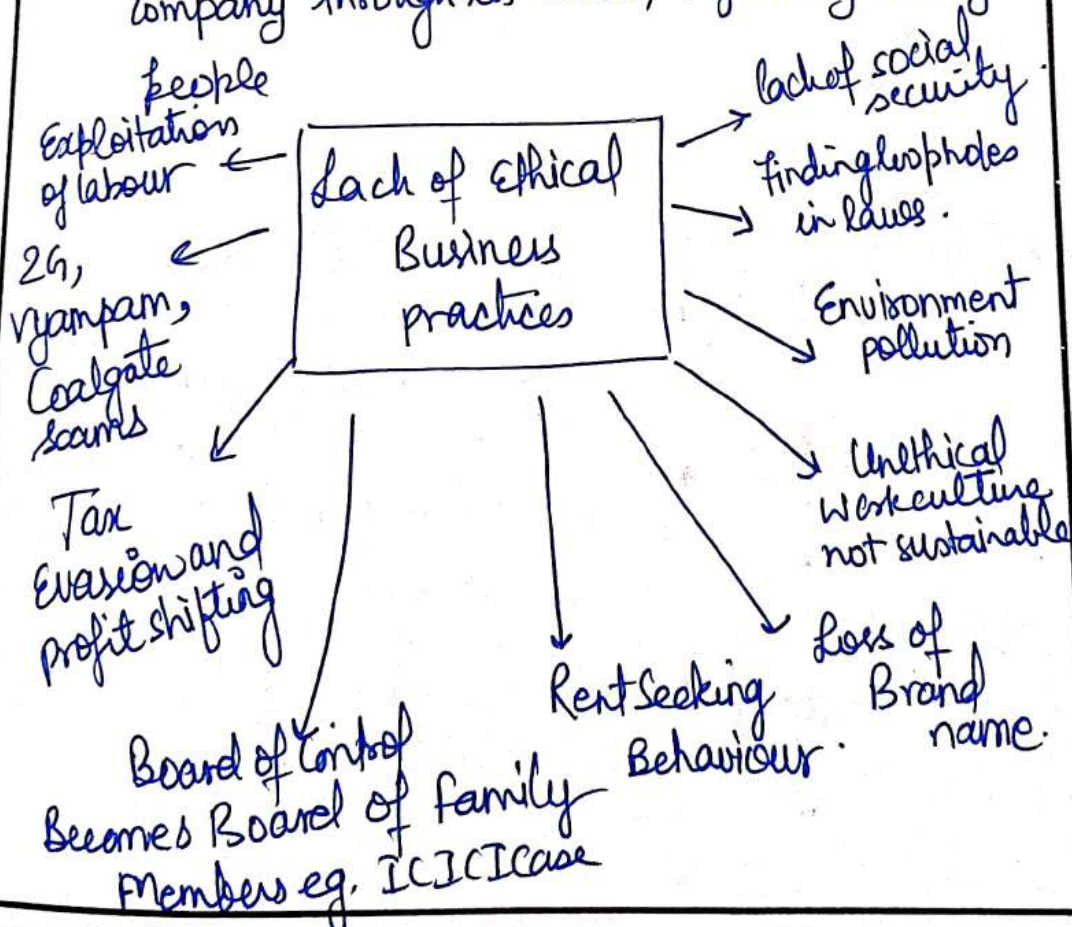


2. (a) Ethical business practices are key for long-term survival of a company.  
Comment. (150 words) 10

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

Sir Ar. Cadbury, father of Corporate Governance explained the significance of ethical business practices and standard, codes to govern the company for its long term survival.

→ Narayan Murty explained that ethical business practices not only serve the society but the company through its brand, legitimacy among



- All these unethical practices threatens the survival of company hence,
- Promotion of Corporate Social Responsibility.
  - Board of Independent directors.
  - Strong, transparent work culture - e.g. ISRO, Delhi Metro which enjoys trust among people and has better rules allegiance among people.
  - Filing of Taxes on time along with independent auditing.
  - Profitability along with Respect  
JRD Tata, Ratan Tata v/s. Mallaya, Nisar Modi  
Narayan Murthy
  - Environmental duty - realising goal of green economy

Thus ethics in Business are important as Gandhiji said Commerce without morality is sin and company exists because of society and community and therefore it should realise its duty towards society as well.



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।

Aristotle said that laws are not needed for ethical people, people for whom with strong conscience and wisdom and virtue.

Role of Laws in encouraging ethical behaviour:

- Laws are codified set of standards which has force of enforceability. This ensures compliance.
- Man by nature is selfish, brutish and self-centered (Hobbes), it only follows something when there is force of punishment. Traffic Rules Fines.
- Social harmony, peace and order in society.  
Section 144 CrP, SC, ST prevention of Apartheid Act.
- These are dictates of Reason and also force for social transformation. Eg. Transformation through Transgender Rights Act to change societal attitude.

However laws cannot encourage ethical behaviour if they are not backed by conscience of its individuals.

→ Legal loopholes are exploited by people.  
Eg. Tax Evasion.

→ Conscience also helps individuals to resist unethical laws. Gandhi resisted Salt Act

→ Laws are - external mechanism - not consistent  
Conscience - strong internal mechanism - constant & consistent.

→ 'Where Laws are absent', there is ~~dilemma~~ dilemma, at that time individual's conscience tells him what is the right thing to do.

Thus Laws have to be accompanied by people's ~~law~~ conscience, Laws are for the people but their enforceability is not just the duty of Jury but also their own for social harmony, peace and development.



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

There was an uncle in my neighbourhood and I came to know ~~at~~ he is engaged in corruption where he gets the 'midday meal' ~~no~~ material ~~at~~ free of cost and sells it in market at a huge price. There was huge network engaged in divergence of resources which was 'rightfully childrens'. Whenever I looked at hungry faces at road side or read about India's hunger indices my silence pricked my conscience and hence I raised my voice.

Development of my country and welfare of my nation's children matter to me and I had to speak up.

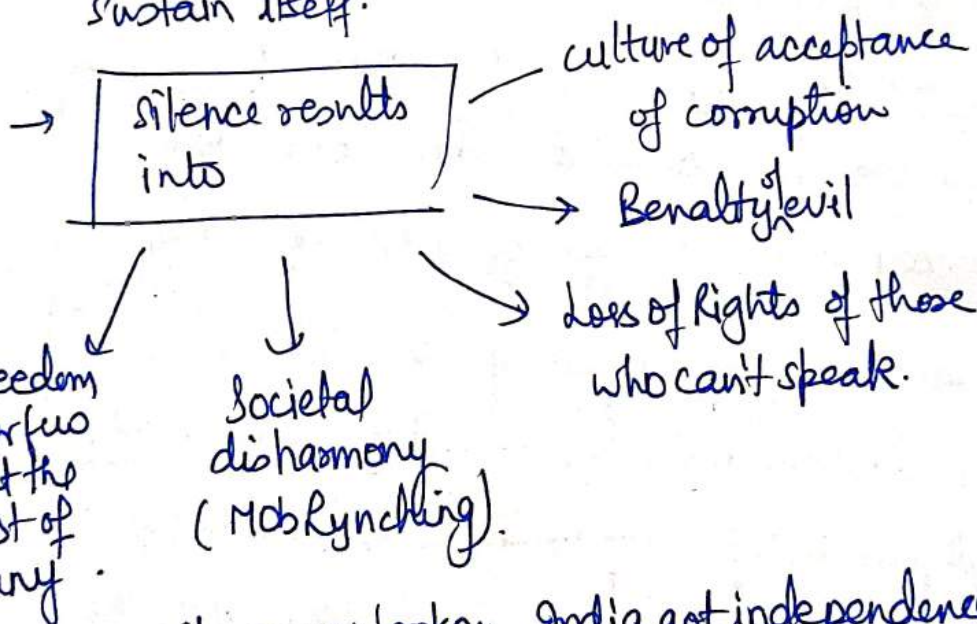
If we don't speak about injustice, it will continue as explained by Martin Luther King, the man who sacrificed his life for rights of Blacks.

'Black Lives Matter' continues till date ~~to~~ pointing that silence needs to be broken to raise

voices against injustice.

→ 'Silence' creates a knower-does split, when we don't act as per our thoughts there would be moral dissonance

→. ~~Spec~~ Not speaking against injustice also makes us party to the injustice and Justice is the strongest virtue for any society to sustain itself.



When silence was broken, India got independence, women got their rights, workers got their rightful share, blacks got voting right, thus this tradition has to be continued if Humankind has to sustain.



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 सोचना है। इमैन्युअल कान्ट

Immanuel Kant in his seminal work 'foundation of Metaphysics' gave the theory of deontology, where he said that rightfulness of an action is determined by the action itself, the intention, the moral command behind it.

According to Kant conscience should be the moral command to perform our actions, thus a person becomes guilty even if 'he thinks' of violating the rights of others.

→ Kant gave the concept of Categorical Imperative perform an action in such a way it becomes universal

→ Actions are end in themselves and should not be means to achieve an end. We should respect the rights of man for the sake of human dignity not for compliance of law only.

- Thus Kant establishes that our conscience should be the guide for our rightful action as it is guided by 'Reason'.
- The Positivists like Bentham have said that laws are necessary to determine if the man is guilty or not as laws are concrete and objective criteria. Eg- How do you determine the intentions of a man to find him guilty or not.
- Kant on the other hand determines 'ethics' of an action based on the 'rationality of man', based on his virtue.

However, there has to be balance between the two, laws have to be accompanied by conscience of the individuals as the former is external mechanism to hold him accountable and later being internal mechanism for the individual.



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 awareness about social norms, social behaviour, community values and knowing them, one would be able to act in a socially acceptable behaviour.

Social intelligence consists of :-

→ Understanding the preferences of society.

Eg- Knowing patriarchal structure how it functions can be later used to change the attitude.

→ To understanding the emotions of people.

Eg- When dealing with public civil servants are dealing with person of emotions and not reason often.

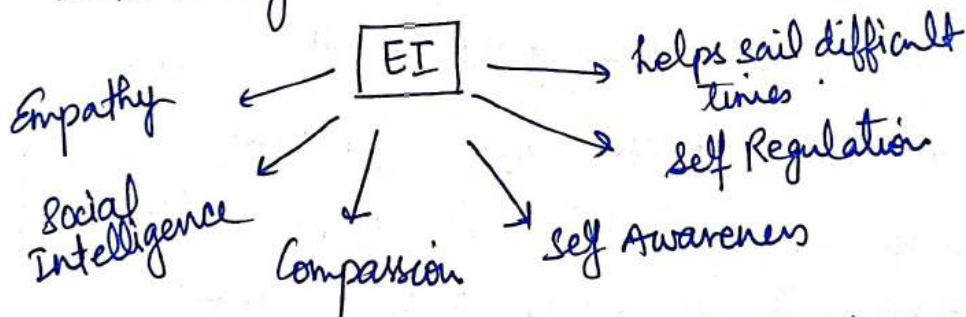
→ It helps to regulate our own behaviour how to act in such situations - Eg. Negotiating tone when the society is resist to any change.

→ To understand the diversity of opinions and cultural awareness. Eg. Tribal society vs urban society

Emotional Intelligence is a wider concept than social intelligence and the latter is only a part of the former.

→ ~~EQ~~ EI is the self awareness, self regulation and social awareness about emotions of people. It is intelligent management of one's emotions.

→ EI helps you in understanding social intelligence and to regulate our own behaviour by understanding our own emotions -



Thus Daniel Goleman has rightly said 80% of success in life depends on our EI as it determines our outlook towards life.



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

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

Code of Conduct and Code of Ethics although are often used interchangeably but Code of Conduct is the branch of the 'tree of ethics'

Code of Conduct :-

- Codified standards of behaviour for any organisation. Eg Medical Ethics, Business Ethics.
- Guides the employees of organisation during time of ethical dilemma.
- Concretisation of principles the organisation stands for
- Can be backed by enforceability mechanism.
- organisation of values and codification of those which the organisation opposes.

## Code of Ethics.

↳ is wider concept than code of conduct - which is more guide to human behaviour

↳ Code of conduct also present for Civil Service Conduct Rules but Code of Ethics also involve the integrity, conscience, truthfulness of the individual on which code of conduct is silent.

↳ Code of conduct if not accompanied by

Code of Ethics would result into rigidity and lack of responsibility of individual.

↳ For eg Code Civil Service Conduct Rules prohibits corruption but 'lack of code of ethics' has made this practice rampant.

Thus code of conduct attempts to codify the values but ~~is~~ code of ethics provides the firm foundation to sustain the legitimacy of structure.

Personal integrity

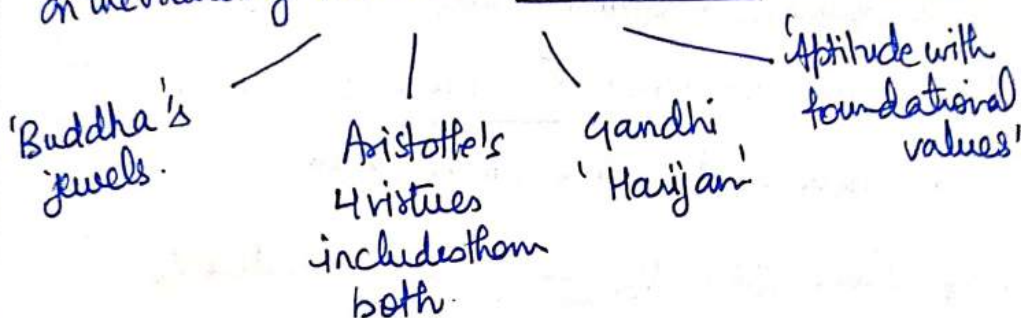
|   |                 |      |
|---|-----------------|------|
| ↓ | Code of conduct | Laws |
|   | Code of Ethics  |      |



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 मध्य में दो गुणों को समान रूप से विकसित करना चाहिए: एक करुणा और दूसरा प्रज्ञा। विश्लेषण कीजिए।

Philosophers throughout history have emphasised on the values of Karuna i.e. Compassion and Wisdom



Importance of 'compassion' and 'wisdom' - together as equal values →

- ① Wisdom without compassion leads to highheadedness, feeling of superiority, limits to our potential and social responsibility.
- ② Wisdom ⇒ ability, potential, aptitude (innate strength) to do a task.  
+  
Compassion ⇒ use that potential to forward social welfare, self actualisation (Panna) and peace and harmony.

- ③ Osama Bin Laden has the wisdom of engineering but he lacked compassion — and caused misery.
- ④ A doctor can get wisdom through medical education and training but ~~here~~ if he engages in smuggling of organs he lacks compassion and exploits his wisdom.
- ⑤ Compassion makes us humane, grounded to earth, ~~he~~ we can understand 'Dukha' pain of others and found 'Nirodha' solution to it to achieve chief good of society — ~~Solu~~ Soukh Bonum — Nirvana Enlightenment
- ⑥ Wisdom without compassion can similarly make Bureaucracy elite, complacent, corrupt and cannot work for public service they become 'Public Masters'

Krishna also considered Karuna along with Jnan (wisdom) as the binding force to sustain humanity.



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, the former President and Missile Man of India has been one of the strongest 'Moral force' to guide public servants and generations to come -

→ In his VISION 2020, he provides the vision for India must be based on social justice and human welfare along with growth

→ He also said science and technology has to be accompanied with goals of human security and peace and compassion. Eg - he once ~~was~~ decided to manufacture lighter limbs when he saw a polioaffected child struggling with heavy limbs.

→ He said 'I believe if India has to emerge as Nation of 'beautiful minds', 3 societal bridge are important → teacher, mother and father who shapes our society.

- He thus inspired civil servants to work for children welfare, their development, alleviation of hunger as they would be future leaders.
  - Dr Kalam had been incorruptible throughout his tenure of 45 years of public service, he developed a brand of himself, no one ever dared to approach him for corruption and thus guided future public leaders.
  - Feeling of compassion, humbleness, politeness, & gave him title of People's President, he retained his contacts with people despite achieving highest honour of country.
- His life has taught us resilience, value of hardwork, to keep going despite failures (Agni Mission), keeping public service as supreme value and to constantly work towards it till last breath.



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, set of goals of an organisation depicting how the organisation aims to achieve the same and what it expects from the citizen. The initiative started in UK in 1990s and with good governance becoming global norm, it has become popular initiative.

Essential information in Citizen Charter is-

- 1). Clearly explaining the values the organisation stands for
- 2). Goals and objectives of the organisation with its mission statement.
- 3). How the organisation has planned to achieve the same? - Detailed framework.
- 4). Different departments and agencies with their respective functions.

- 5) Rights of the citizens and the welfare provisions should be mentioned in citizen friendly language.
- 6) Grievance Redressal Mechanisms to be clearly mentioned
- 7) How would organisation receive feedbacks, work on its failures etc.

In India DMRC, Delhi Transport Corporation and

Indian Railways have attempted to design citizen charter but it has not been that effective; hence to implement the same -

- Accountability measures ← Regulations -
- Inspections of front line offices w/o hampering the work
- Effectiveness of Grievance Redressal Mechanism
- Inhouse democracy employee can voice concern
- Working on citizens' feedback.

Thus Citizen charter should not be limited to formal mechanism but to be implemented in its letter & spirit



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 रखना 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 a concept emerged after second world war with the adoption of UNHCR and 2 covenants that adopted Human Rights — civil & political — Economic

Roles and Responsibility of states in upholding

Rights of Refugees :-

→ Refugees ~~the~~ are those people who face threat of life from their home country and flee to another state to seek protection

Climatic Refugees.

Political Refugees.  
(Political, cultural, social, ethnic)

→ International Cooperation is must in ~~rest~~ resolving such disputes and assure rehabilitation

Eg Negotiation with home country, moral pressure from International Agencies.

- Principle of Refoulment Non-Refoulment —  
ie state that receive refugees cannot deny shelter  
has to be adopted.
- International Agreements have to be revisited  
to incorporate climate refugees.
- Humanitarian aid from states —  
Eg Bangladesh (Bhashan Char) & Indian support to  
Refugees.
- Rising numbers — 4 Million Refugees in the world.  
at the mercy of their life and no rights.

☞ Thus Indian Philosophy of vaandhava  
Kutumbkam i.e. whole 'world is family' has to  
be realised in its real sense to assure of life  
of dignity to refugees and threat to justice  
anywhere is threat to justice everywhere —



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

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

Red tapism is the culture where there is excessive focus on documents, unnecessary delays in the name of formal procedure, circulation of files from one office to another and thus impacting both professional efficiency and citizen welfare.

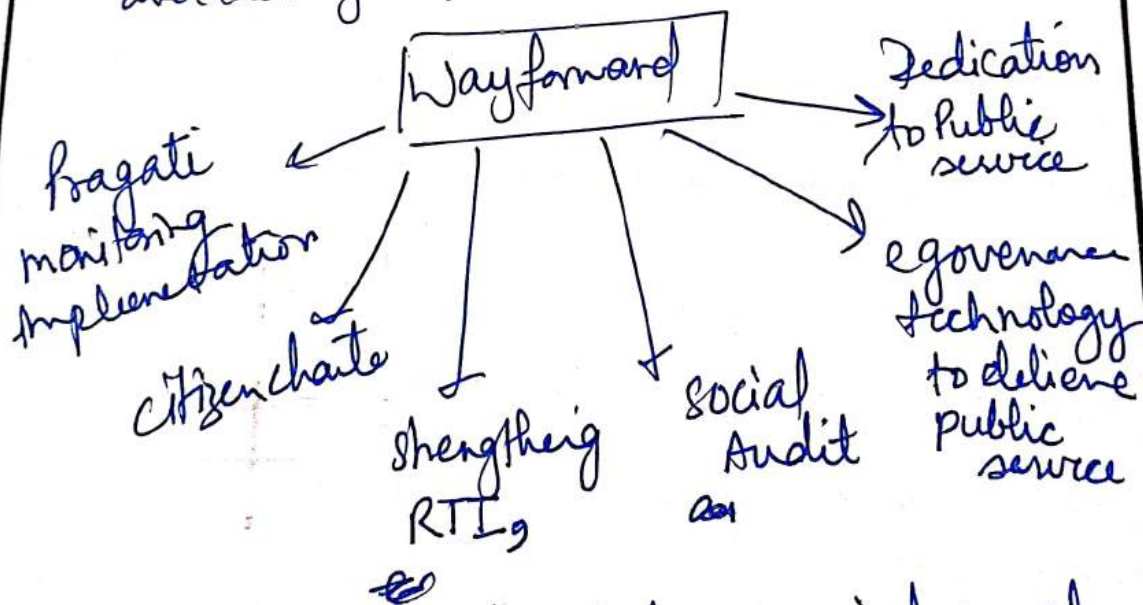
It is considered as hurdle in the process of citizen centric governance as →

→ Red Tapism leads to rigidity of rules and procedures and inefficient work in public office.

→ Apprehension to adopt technological tools to smoothen governance mechanism.

→ Leads to corruption as the citizens are asked for \$ bribes at various level to transfer the files.

- It prevents the participation of people in governance as this would result in more accountability which the corrupt officials do not want. • Eg Social audit, e-governance
- Governance in Red Tapis happens through favours and disfavours instead of rights of people
- Culture often results in frustration in citizens and lack of public trust.



'Seva Paramo Dharma' i.e. Service to people is greatest duty, has to be realized in letter as well as spirit



**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।

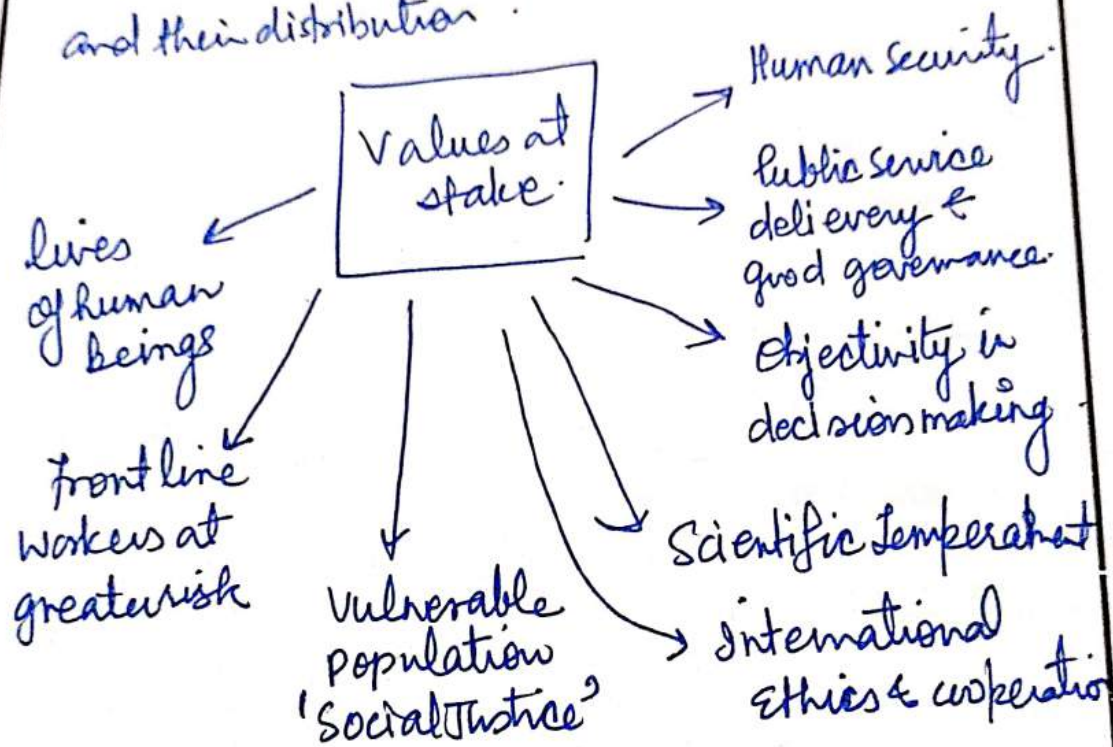
वैश्विक स्तर पर कुछ वैक्सीन उपलब्ध हैं, लेकिन उनकी आपूर्ति सीमित है और माथ ही वे महंगी भी हैं। स्वदेशी रूप से विकसित वैक्सीन में से एक में आरंभिक सकारात्मक परिणाम देखे गए हैं, लेकिन स्वास्थ्य विशेषज्ञों ने इसकी सुरक्षात्मकता, प्रभावकारिता और इसके अनुमोदन के लिए अपनई जा रही कार्यपद्धति पर चिंता व्यक्त 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) प्रारंभिक कार्यों के साथ स्पष्ट कीजिए कि इस संबंध में आप क्या कार्यवाही करेंगे।

COVID-19 has been one of the biggest challenge to human survival and millions have already lost their lives and still

there hasn't been any sustainable way forward till we get the vaccine against it. It becomes crucial that governments expedite and invest in development of vaccine and their distribution.



a) Critical issues involved in the case:

→ Fatalities are rising day by day with increasing pressure on health infrastructure



→ Stagnant national economy puts further  
restraint on government.

→ Rising pressure from the public = law and  
order situation may worsen.

→ Vaccine development takes time as it  
has to follow rigorous methodologies along  
with test as to be passed for its certification  
for human use.

→ Rising vaccine nationalism and lack of  
cooperation at multilateral platforms.

→ Vaccine development in some countries  
but expensive, unaffordable for  
public at large. Further limitation due to  
IPR regime and lack of corporate ethics  
in companies.

→ indigenous vaccine showing positive results but safety and efficacy has to be ensured.

→ Rising pressures from the political leaders to deliver in time.

b) Course of Action :

→ constant and regular update to the public about vaccine development stages and assuring trust of public.

→ Building capacities of health infrastructure with private sector, NGOs.

→ Funds utilisation in transparent manner from PM-Cares and other community funding platform

→ vaccine when available to be given to frontline workers and most vulnerable population



- Giving all support to the scientists  
community and minimising the pressure  
as safety, efficacy has to be more important  
than hastiness and hurriedness.
- Support from PSUs and industries to  
develop capacities for faster manufacturing  
of vaccine, when it is passed.
- Diplomacy and soft power at international  
level by seeking cooperation of those who  
have developed and through indigenous  
capacities making them affordable.

Thus global pandemic needs global response at all levels, transparent governance and scientific values cannot take a back seat, trust of people has to be maintained through all channels.

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। वच्चे 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 में बेहतर मानवीय मूल्य परिलक्षित नहीं हुए हैं जिसे समाज में व्यापक रूप में अशांत वातावरण के रूप देखा जा सकता है। मानव व्यवहार में सुधार लाने में विफल शिक्षा प्रणाली भारत जैसे नवादिन 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।

India since independence has been working to cleanse its colonial legacy, work being in ~~set~~ education sector



Although literacy levels have improved in India from mere 24% to 74% in 2019 but learning outcomes have not improved by that scale.

Reasons  
for lack of  
improvement  
in learning  
outcomes

→ Not learning with more  
or focus on examination  
system than education system

→ Critical thinking not promoted  
right from primary levels

→ Negligible spending on  
education - < 2% of GDP.

→ disparity - Rural-urban  
male-female.

→ Negligible focus on moral  
education despite India's  
rich tradition of Gurushishya  
culture

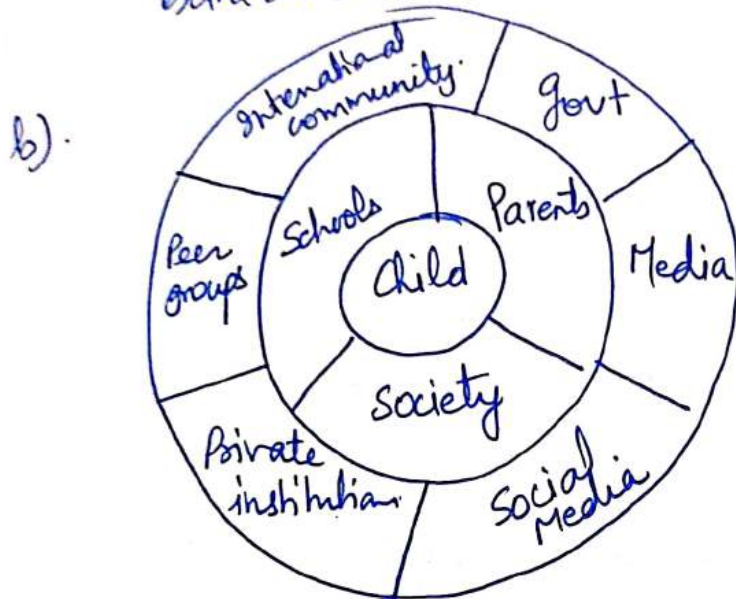
### a) Role of Education

⇒ School institutions are the modern temple for  
democratic India.

- ⇒ Discipline, punctuality, human dignity-respect are the values that a student learns at school which is his second home.
- Emotional Intelligence is built at school.  
Rising number of suicide case points toward declining ~~moral~~ emotional intelligence ⇒  
fear of failure - not taken as sign of development
- Socialisation process through schools.
- Disrespect towards teachers and ~~shades~~ parents shows lack of moral education.
- Stereotypes and prejudices have to be broken  
Eg. racial bands in Tamil Nadu - different castes shows demise of human values
- Focus has to be on learning outcomes  
Happiness curriculum - Selhi schools
- New Education Policy aims to address the concerns to overhaul the education system



- focus on liberal arts and humanities subject along with science
- 5+3+3+4 framework to expand the umbrella of education system.
- focus on moral education, sports curriculum & extra curricular activities etc.



Government alone is not responsible for the state of education system as there are multitude of stakeholders.

- Parents being the first school of children - Democratic values at home - respect to women, gender sensitisation, no to caste

discrimination

→ Role of teachers & schools - & avoid absenteeism  
Act as role model, & children learn by observing  
promote the culture of asking questions.

→ Media and Social Media platforms

Facebook, & Twitter, News channels are all influencing  
child's behaviour as child is spending more  
time on such platforms - Role of digital education  
has to be widened to include all stakeholders

→ Participation of agencies - UNESCO, WHO also  
becomes critical.

NGOs like Pratham are doing excellent work  
which needs to be promoted.

Child is like a clay, it gets shape the  
way we model them, society at large has to

take cognizance of falling moral values and to  
build together better future for our nation

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

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

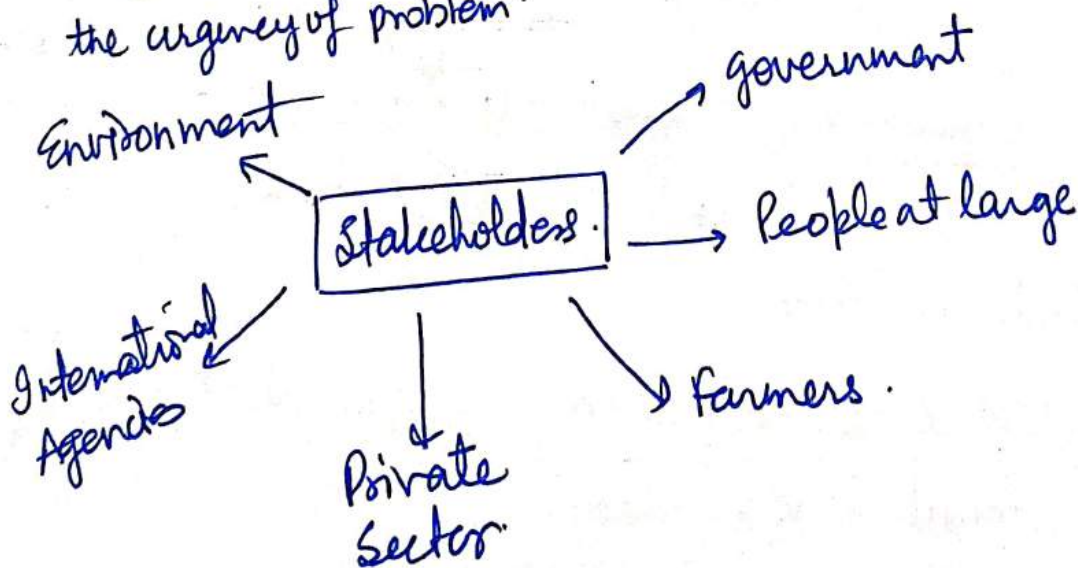
(b) Suggest measures that are required to be undertaken to nudge people towards pro-environment behaviour. (20)

वायु प्रदूषण के चतुर्दिक समस्याएं भारत सहित कई देशों के लिए एक गंभीर चुनौती उत्पन्न करती हैं। अन्य कारणों के बीच, इस चुनौती को इसके प्रति लोगों के उदासीन अभिवृत्ति से और बढ़ावा मिला है। विभिन्न अध्ययनों द्वारा वायु प्रदूषण के हानिकारक प्रभावों को इंगित किया गया है। सरकार द्वारा पगली 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 needs to be addressed and mere government regulations will not work unless people change their lifestyles and attitude to understand the urgency of problem.



Values at stake:

- Environmental ethics.
- Compliance to rules.
- Civic Duty.
- Social justice - farmers
- Sustainable development & inclusive growth.

(a) Reasons behind such behaviour of society  
where violations to rules has become  
normal than exception &

→ Attitude of people - where they ~~can~~ do not  
consider it as emergency or urgent issue  
as long as it does not impact them.

→ Modernisation of tradition - Consumerism -  
firecracking to celebrate festivals unlike  
traditional diyas.

→ Lack of awareness among people about  
global unsequences.



- Cost for green technologies - business profits.
- Livelihood issues farmer absence of viable technology - limited use of happy seeds also needs government support (Pusa Decomposer)
- Lack of regulatory mechanisms - also is a factor which does not deter people.
- Not Negligible investment by private  
by features sector in R&D to develop alternate technologies.
- Traditional values ~~for~~ and lack of scientific attitude - Eg - wood is considered inferior when cooked on 'chulah' compared to LPG (despite success of Ujjwala).
- Lack of cooperation at international level is also a global concern — impacting compliance.

(b) Measures required to be undertaken ⇒

→ Trigger the cognitive and emotive component of attitude of people

↳ by giving them facts & stats in citizen friendly manner

→ Ppt, banners on roads, pictures of environmental degradation.

→ Nudge Behaviour as explained by

Economic Survey - by giving incentives,

classical conditioning - safe health = better air

make pro-environment behaviour part of

day to day life - Leadership Role  
(Anilabh Bachan - Polio SBM)

↳ Participation of youth of village - importance of LPG over Chulha

→ Regulatory mechanisms to be strengthened.



- Investment in greener technologies
- Promotion of greener & cracker.
- Alternative and viable handholding support to farmers - Pusa decomposer, ~~etc~~ technology adoption through Agriculture extension

→ A developed country is not that which where poor have cars but one where rich uses public transport, thus unless until pro-environment behaviour is engrained in people's lifestyle, rules cannot achieve their ends.  
Together we can ensure cleaner air and safer world.

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?

Ethical Mapping - With changing times, governance

is evolving and complex issues are emerging.

Freedom of expression v/s. Security and Public welfare.

Private integrity v/s Professional integrity.

Public Activist v/s Public Servant



a). Issues when civil servants express views on social media =>

=> if views are in support of govt = appears political partisanship.

=> if views are against the govt => lack of legitimacy of government may impact people's trust in the government.

=> ~~for~~ g. Civil servants bound by code of conduct but they also have Right to freedom of Expression

=> Public order, law, national security.

=> Use of social media by civil servants - to promote public welfare. and citizen centric governance have also to be considered.

=> ~~Max~~ Weber also favoured neutral bureaucracy which follows rules without questioning them

(b). There is need to revise the Civil Service Conduct Rules to clearly identify the platforms, ways in which civil servants can voice their concern -

→ Civil servants before going out in open must convey their grievances within the system

→ Civil servants can participate in debates and discussion. A platform can be generated on the lines of Civil Service board.

→ They should be allowed to exercise their freedom but in a limited manner.

→ Political Representatives are the choice of people and they have choice to change the government in next elections.

→ Civil servants should not take single issue in focus (Eg Recently many officers like



Kanan Gopitathan, Shah faisal resigned - 370 Article,  
but rather take holistic view of govt's policies.

→ c) Civil Servants must understand their duty and  
they are not public activist but public servant

→ Strong Emotional intelligence required instead  
of surrendering attitude

→ Must give a neutral but constructive criticism

→ Must avoid political tones and reference  
to any leader.

→ Besides rules, and regulations civil servants  
must be guided by their conscience and  
should always promote public service  
and not limit themselves to personal  
interests and values

Government should also provide platform  
where civil servants can give their genuine  
and critic constructive views and this a balance  
needs to be struck.

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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 में लाभान्वित किया है। लेकिन इन लाभों के साथ ही, इंगने महत्वपूर्ण मुद्दों को और अभिसरण 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।

Amartya Sen has explained development as freedom to exercise choices by the people and poverty is not mere absence of economic opportunities to income but deprivation of freedom — social  
— political  
— economic  
— environmental  
— cultural.

### Values at stake:

- Growth in terms of GDP- income for people
- inclusive growth- taking everyone together
- social justice- minimising inequalities and distributing growth
- gender justice - to minimise gender gap in development.

### (a) Rationale behind GDP as pillar of economic policies

- Objective of calculation of growth of different sectors of economy.
- provides different methods to calculate ~~the~~ growth-
  - production method
  - income method
  - expenditure method.



- global practice makes it easy to compare among nations.
- Inflation can be measured easily by comparing real and nominal growth rates.
- Development seen as growth of GDP as per the new neo-liberal economic agenda.
- GDP per capita shows the growth in income of people.
- signifies the domestic production and share of exports in the country's income.

b) Need to go beyond GDP growth rate

→ GDP does not factor inequality among people

Gini Coefficient 0.33% of India.

→ Gender justice is also undermined with lack of incorporation of non-income based household activities

→ Gross Happiness Index - Bhutan alternative - people centred.

→ Externalities not accounted for alcohol - tobacco.

→ Environmental impact not taken into account



- Improvements in social indicators - poverty / hunger has to be factored in.
- Integration of HDI & GDP to measure and align both the indices.

Thus there is a need to realign the economic activity centered GDP method to 'people centered' measure of development

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 मलाह 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।

Disasters brings the best and the worst of us. It determines our collective resolution to fight and win over the pandemic by ensuring that we maximise our best and minimise our worst.



a) Behavioural change is required in a country like India bcz

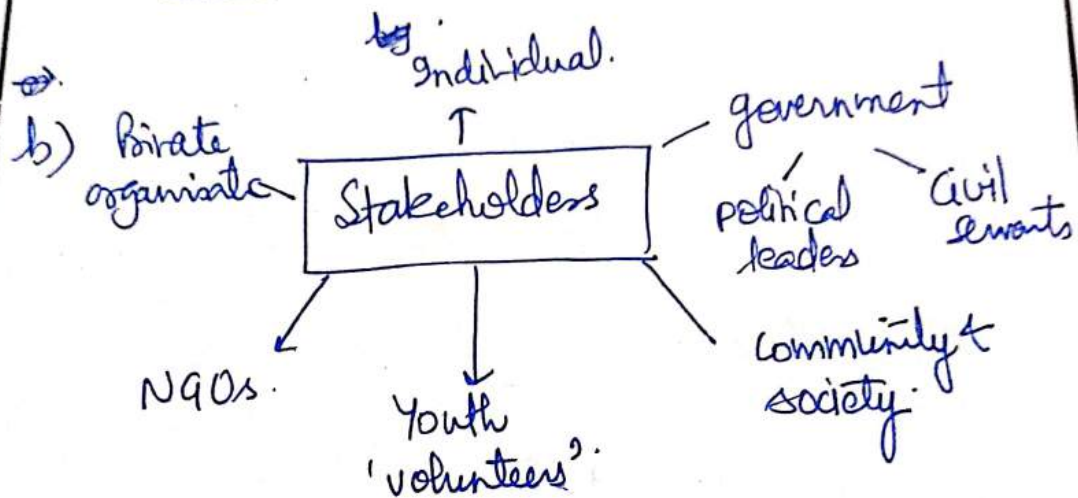
→ Culture of non-compliance and find a way out of the laws and rules.

→ Public health is a national security issue  
people might not understand the consequence of noncompliance

→ Rampant poverty and inequality in country also forces us to bigger behavioural change to be — compassionate — empathetic.

The recent examples of migrants walking back home on foot, landlords evicting doctors, people attacking police officers shows that we as society has failed to deal with pandemic in just and compassionate manner.

→ India being a soft state and lack of capacity of state to ensure compliance  
workforce / infrastructure / democratic ethos / huge population  
manpower



- Success of states of NGOs & SHGs helping government in ensuring compliances
- Role of third tier govt becomes important for first response
- 'Youth' are one of the strength of India - distributing food, clothes, medicine.



→ Community at large

↳ Religious groups- Sikhs- langar

↳ Teachers motivating students (adult)  
for human services

↳ Doctors acting ~~but~~ beyond call of duty

↳ Mobilisation of resources and aiding  
state to ensure compliance of rules.

↳ Petrol pumps- no petrol w/o mask

→ Private organisation in mobilisation of  
resources of govt.

→ Leadership - Amitabh Bachan message,  
Ministers- 'So gay ki doori hai jauri'

• Thali beating to show support - all efforts  
to trigger ~~to~~ right behaviour.

c) Challenges to bring about behavioural change

→ Public trust deficit in general.

→ Strong attitude being part of people of non  
Compliance which takes time to change.

→ Lack of uncertainty — vaccine  
— economic lockdowns.  
— social security benefits.

→ Unsocietal elements - disinformation campaigns  
at social media platforms further triggers

Wrong behaviour

Thus government along with all stakeholders  
have to together deal with Pandemic at  
all levels by assuming their responsibility.  
Government has to constantly act as support  
system of people, ensure social security (PMKAY  
(PMQKY) etc to ensure social solidarity