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GENERAL STUDIES (TEST CODE : 1525)

Name of Candidate	JAGRATI AWASTHI	Registration Number	972640
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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।

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

Discretion refers to a situation where laws do not guide a behaviour and circumstantial context demands individual decision making.

Blessing

- flexible nature of administration needs flexible decision making.
 Eg a needy poor without documents can be served by flexible approach like ad-hoc documents
- Prevents rigidity and improves decision making.
- helps to address unconventional challenges which are not held out in law.
 Eg sudden disaster.

Curse

- discretion often used for personal benefit
- discretion can lead to bypassing of laws
- promotes corruption
- reduces accountability due to no institutional approach
- deification of authority
- misuse of discretion to promote loyalty towards self rather than institution

Ethical values and internalisation of goal of public service is imperative for proper use of discretion for social and collective welfare.

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

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

Corruption refers to any act of commission or commission, at the level of thought, word and deed for personal gratification in violation of laws and moral values.

~~Simply~~ In administration, it refers to use of public office for private gains.

Reason behind social acceptance

- corrupt officials rarely punished
- Proceeds of corruption are used for social show-off. E.g. extravagant vacations, huge houses, etc.

Socially, material wealth is greatly appreciated

- honest officials end up being transferred
- Corruption can lead to easy

fulfillment of goals

eg bribing for Driving license makes it easier than repeated visits

From acceptance to rejection

- (i) Culture of accountability of public servants
 - timely delivery of services to public
 - financial accountability through internal audits
- (ii) Swift enquiry and punishment of corrupt officials; Zero tolerance.
- (iii) Attaching proceeds of corruption in case of conviction of accused
- (iv) Honest officials should be promoted and celebrated
- (v) Transparency around services
eg, online data availability
- (vi) Social values should encourage honesty and not consumerism

Need to create a society where honest individuals are respected and corrupt are shamed and ostracised

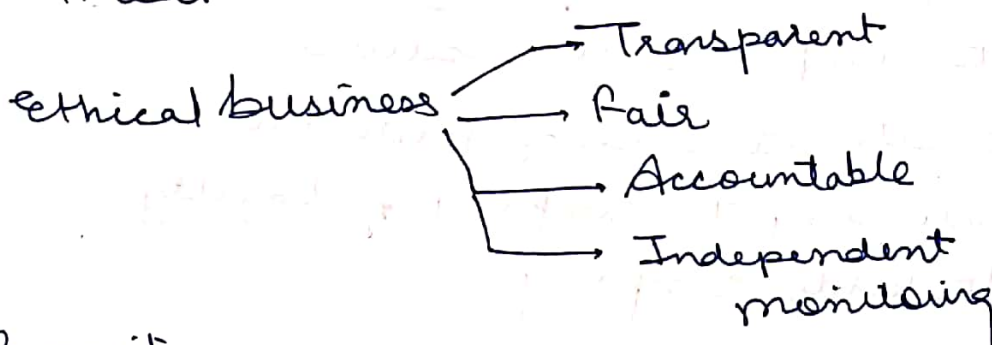
2. (a) Ethical business practices are key for long-term survival of a company.
Comment. (150 words) 10

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

As the government moves towards a more restricted role in the public sphere, corporates and companies occupy key public spaces. They create employment, provide goods and services.

Ethical practices are seen as antithetical to profit by the companies and they often engage in unethical practices for short term gains.

However, long term survival requires ethical business.



Benefits :-

- i) Trust of investors when data sharing is transparent and nothing is hidden from them.

(II) Public trust

- reputation of ~~best~~ company as ethical promotes its Brand image

eg Tata

- CSR activities of companies earn it social capital in terms of social acceptance

- ~~The~~ Product recall when found faulty create a market image.

People trust company for its accountability. Thus ~~there~~ selling of products increases in long run.

(III) Employee morale & productivity

- culture of fairness, gender-justice, etc improve work culture
- create a sense of pride in belonging to company, loyalty towards company.

Thus ethical governance is a key to remain in public over a long term. TATA are a good example as they survived an entire century in market through their good image.

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

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

Law is a agent of ensuring collective welfare by preventing social evils, reforming unjust system, ensuring culture of equality and social order.

However, only letter of law cannot bring changes in ethical behaviour. It needs to be backed by conscience.

(i) Internalising spirit of law.

Eg. Untouchability abolition laws failed to prevent discrimination because individual conscience didn't adopt it and behaviour remains unchanged.

(ii) Values need to be attached to laws and interpreted in light of social context

Eg. Anti-dowry legislation has not curbed dowry. The people do not see it in terms of values of gender-justice.

(iv) Mechanical implementation cannot bring change

eg 73rd constitution amendment reserves $\frac{1}{3}$ rd seats for women.

often men act as proxy for women-Sarpanch. On paper, law is upheld but gender-justice is not achieved

(v) Need for self-regulation

law is enforced externally through supervising agencies but in the privacy of homes, conscience is the regulator.

eg respecting women at workplace and abusing them at home or bad-mouthing women in private discussions

Laws can be a change catalyst, but people through their ideology and actions bring actual change. law should be internalised in its ~~law~~ spirit

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

World suffers more by the silence of the wise than the noise of the fool.

→ Being silent on important matters promote status quo in society meaningful changes are prevented

Eg silence around child marriage has perpetuated maternal mortality in the society

→ Promote unlawful behaviour and action.

Eg silence on domestic violence in home creates a culture of gender injustice

later it is manifested through rapes and heinous crimes against women.

- Causes moral disengagement with our own conscience
 - causes guilt when we do not speak where our morals are contradicting reality
 - dissonance and guilt lead to perpetual displeasure and an unhappy life
 - Rights of the innocent are openly violated, the society becomes a chaos where Matsanyaya prevails, no law and order, no meaningful development.
 - Remaining silent about rights of animals and environmental degradation has created a living horror & climate change, droughts
- An unexamined life and inability to express the truth is a menace. It violates the social welfare and we become a party to social decline

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

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

Law is based on the manifested actions of an individual whereas ethics deals with the value system which guides action.

→ Ethics concerns with what ought to be and law concerns with what is.

Eg one is not guilty if he doesn't report a stealing he witnesses. but ethically, he has contributed to steal.

→ Law is preventive, ethics are creative.

Eg POSH act prevent violence at workplace. So, individual doesn't engage in such action.

however, gender-sensitive nature and respect are central to ethical behaviour.

- In long run, value system guides the ~~act~~ behaviour, thus a wrong thought would manifest itself as action in long term
- According to Buddha, one becomes what he thinks, thus who thinks wrong, ~~is~~ becomes wrong and does wrong.

According to Gandhi, thoughts shape our actions, our actions become our habit, habits become values and values become destiny.

thus the destiny of an unlawful thought is unlawful behaviour

One must be right and ethical at level of thought, word and deed.

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 may be defined as ability to manage social relations, social conflict and use social information for achieving goals.

Emotional Intelligence is a component of Social Intelligence

$$EI + IQ = \text{Social Intelligence}$$

i) EI helps in understanding self and other emotions.

- Use of emotions to manage conflict
- emotional appeals for compliance
- identify stress triggers
- build social trust
- better leadership skills

- (ii) However along with EI,
IQ is also needed to improve
social action and management
- it provides problem solving
capability in society.
 - helps in systematic evaluation
of social situation.
- (iii) Social intelligence encompasses
ability to productively
contribute to social welfare.

Social intelligence helps in one's
healthy survival and success in
society.

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 is a directional document in terms of dos and donts which guide individual behaviour. They are objectively defined.

Code of Ethics are an aspirational document that elaborate the organisational values and goals which each one must strive for.

Importance of Code of Ethics :-

- (i) guide the action of an individual as per organisational ethos
- (ii) Help resolve dilemmas during decision making
- (iii) Present a skeleton around which code of conduct should be framed

→ Elaborate the ultimate organisational goals that should be the ends of all actions.

While code of ethics give a solid foundation to the organisational culture, the structure is provided as Code of Conduct

- objectively defined.
- easily enforceable
- uniformly understood
- commitment enforced.

Code of Conduct may be however limited in its scope when situational challenges arise.

Code of ethics then guide the course of action, they create a positive work culture.

Code of Conduct ensures commitment, ethics ensure Dedication.

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।

Compassion refers to quality of feeling others pain and taking action to ameliorate the pain.

Wisdom is ability to have right mindfulness and ~~take~~ ability to decide the best possible course.

Importance of compassion:-

- public interest above self interest
- leads to social harmony where each one is serving the other.
- satisfaction for individual and pleasure of action in right direction, no moral disengagement.
- grassroot development, no one is left behind to perish

Wisdom

- control over emotional impulses
- choosing the best form of action
- temperance in attitude
- Capability to help others through right knowledge.

Compassion and wisdom together create agents of social welfare and emancipation of humanity. It creates science with humanity, education with character and humans with 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 शृंखला प्रस्तुत करता है। चर्चा कीजिए।

Dr. A.P.J. Abdul Kalam is an epitome of ethical conduct in public and private life.

Lessons for public servant

(i) Modesty and humbleness

- respecting subordinates
- attitude of service and not ruling

(ii) Integrity

- no corruption in any situation
- didn't even build a house for self or for family members.
- public welfare above self.

(iii) Consistency of action and will power

- indigenous missile development despite several failures

(iv) Leadership

- had vision for future

- patience and wisdom during times of problems and strive for solving those problems
- team spirit

(v) Dedication to duty

- unmovable dedication and commitment
- worked beyond hours to complete the task

(vi) Religious tolerance

- respect for all religions

(vii) Love towards children

- nurturing children as future of the country
- civil servants should also serve children so as to make them the empowered citizens of tomorrow.

(viii) Simplicity in dressing, no extravagance.

Kalam Sir was the Missile Man who served the country as her most dutiful son.

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~~ Citizen Charter refers to voluntary declaration by organisation or service providers highlighting the commitment to quality and timely delivery of service and grievance redressal mechanism.

Essential Information made available via citizen charter should include :-

- vision and mission of organisation
- details of service provider
- details of services provided
- Benchmarks for quality of service
- time frame for service delivery
- grievance redressal mechanism
- feedback mechanism
- details of places where

services are delivered and
nodal authorities.

→ Effective details of compensation
if service is not provided

Steps for successful implementation

- (i) simple language / understandable
- (ii) public awareness campaign
- (iii) online availability
- (iv) training of officials
- (v) sensitising officials to follow
charter in spirit
- (vi) easy grievance redressal and
effective and efficient system

Citizen charter can transform the
public service delivery mechanism
and lead to accountable and
responsive governance.

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

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

Refugees are those who migrate out of compulsion due to persecution, war, disaster or climate change.

According to Gandhiji, 'Sarvodaya' or unity of existence is a panacea for all problems. Humanity should be protected by all the members of society irrespective of nationality or age or gender.

Role of States and Responsibilities towards refugees

- (i) provide shelter in immediate context, medical help.
- (ii) Refugees should not be left ~~for~~ to die or perish in loneliness and helplessness.

(iii) Address the cause of refugee crisis

- war
- climate change
- disaster

(iv) Provide aid and assistance for empowerment like training, healthcare

(v) Help in returning to their homeland and ensure their safety on return

(vi) If cannot be returned, globally collective responsibility may be shared to provide help, shelter, employment

(vii) International institutions like UN, ~~the~~ can help in institutionalised help and facilities

Humanity harmed anywhere leads to repercussions everywhere, we must protect refugees for even our own welfare

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

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

Red-tapism refers to unnecessarily delaying the file due to mechanical compliance to rule, multiple intermediate authorities, unclear channels of communication, lack of accountability.

Hurdle to citizen-centric governance :-

- (i) lack of accountability and timely delivery of service
- (ii) accountability towards laws ~~outcomes~~ and not towards outcomes
- (iii) lack of responsive government
- (iv) Goal displacement :-
obiding by laws becomes a goal in itself and serving people

takes a backseat

- (vi) Multiple channels create inefficiency and delays
- (vii) Citizens often harassed by multiple intermediaries in chain in terms of multiple visits
- (viii) Increased scope of corruption
bribe taking to fasten the process.
- (ix) Reduces Confidence of citizens in government
- (x) Morale of employees is weakened.

Use of technology, online monitoring of files, transparent information dissemination can help tackle red-tapism.

SECTION – B

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

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

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

- (a) What are the critical issues involved in the case?
(b) Explain, with relevant reasons, the course of action that you would take. (20)

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

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

- (a) इस प्रकरण में सम्मिलित महत्वपूर्ण मुद्दे क्या हैं?
(b) प्रासंगिक कारणों के साथ स्पष्ट कीजिए कि इस संबंध में आप क्या कार्यवाही करेंगे।

Vaccines are often the only way out of the deadly pandemics. Since there is no sound medicinal cure for COVID-19, vaccine development is ~~critical for~~

crucial to contain the pandemic.

~~write~~ Critical Issues involved in the case :-

- (i) Safety of vaccine showing initial results
- (ii) Need for thorough examination of said vaccine for safety, procedural soundness
- (iii) Limited supply of international vaccines and high cost
- (iv) Pressure on government to provide vaccine at the earliest
- (v) long time for alternative vaccines to evolve ~~to~~
- (vi) Which section of population to be given vaccine at the earliest
- (vii) Upholding sanctity of process of vaccine development
- (viii) Already high COVID fatalities

b) Course of action

Use of a vaccine which is under doubtful scrutiny for its safety and methodology is ~~not~~ neither desirable nor ethical.

(i) As it is given that fatalities are rising, strengthen the care system

- increased testing
- quarantining
- awareness
- institutionalising use of masks
- proper and transparent management of hospital beds

This would ensure that until vaccine is under development, the healthcare is operational. This would help contain spread and reduce fatalities.

(ii) The vaccine which has shown some result should be subject to close scrutiny.

→ methodology: constitute a committee of experts to enquire over methodology

- If methodology is faulty, hold the company accountable and impose penalties to ensure that other vaccine developers do not use this method.
- If methodology is found to be correct, proceed to safety dimensions

→ Safety : Engage with experts who have raised concerns, neutral experts to examine safety

- examine the results of human trials

(III) If the given vaccine is found to be faulty at any stage, it should not be used or commercialised.

(IV) If vaccine is found to be functional and has followed correct methodology

- identify vulnerable sections like elderly, disabled, ~~too~~ pregnant and lactating women

(V) If vaccine is found to be unusable

- source expensive vaccine for high risk sections of population.

- ~~Enlarge~~ public about efforts in developing vaccines and other healthcare arrangements

(v) Expedite vaccine development

- support under Atmanirbhar Bharat - grants, facilities
- encourage use of best practices in development
- Engage with WHO ~~to~~ and GAVI for supply of international vaccines
- Cooperation with global manufacturers.

Thus the ultimate goal should be to preserve health through sound vaccine. This would lead to international reputation for Indian vaccines. Only proven vaccines should be commercialised

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

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

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

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

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

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

इस परिस्थिति को देखते हुए निम्नलिखित प्रश्नों के उत्तर दीजिए:

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

(a) According to Vivekanand, goal of education should be to build character, expand knowledge and widen curiosity.

Role of Education in transforming behaviour and inculcating values

- (i) Scientific temper and critical thinking
 - eradicate superstition and illogical practices
 - eg child marriage is medically dangerous.
- (ii) Mutual respect and tolerance towards each other
- (iii) Teacher is a role model in inculcating hard work, dedication, empathy, etc
- (iv) Through physical education,
 - team building, team spirit
 - healthy body
 - leadership
- (v) Respect for environment and animals
 - educate about role of environment and how one can contribute.
- (vi) Empathy towards other
 - fellow students; learn to cooperate, empathise

(VII) Vocational education

- dignity of all work
- employability

(VIII) Gender-role

- respect for other gender
- sensitive towards women and transgenders

(IX) Importance of honesty and hardwork

- fair examination system

(X) Sense of service

- education as a means of serving society through our work.

To educate in mind and not in morals is akin to educating a menace.

Education should be a liberating experience

(b) Since education is a welfare subject and Right to education ~~is~~ is fundamental right, government is actively engaged in promoting quality education in an inclusive manner

fallout of government and its role in poor-education system:-

- lack of quality educational infrastructure like school, college
- concentration of schools and college in cities
- commercialisation of education has made it a monopoly of rich
- Teacher scarcity
- lack of teacher training
- Teacher absenteeism
- lack of regular audits and evaluation system; rote-learning

Though government has its own share and should address ~~on~~ the above concerns to improved quality education, there are other stakeholders as well:-

i) Teachers

- should be dedicated to duty
- hold every student together, focus on weak students
- practical learning rather than rote learning

- moral education, encouraging good behaviour
- building trust between students, engage with parents to make them aware

(ii) Students

- respect for teachers
- curiosity to learn

(iii) Parents

- send children regularly
- not pressurise for score in test, rather encourage honest efforts
- discipline to children for regular and dedicated study hours.
- Engage with teachers
- teach values of gender equality, honest accomplishments

(iv) Society

- celebrate virtuous individuals
- employment not tied to marks and degree alone
- discourage commercialisation and unequal education
- Education should be seen as ~~an~~ end and not means

Thus all stakeholders together need to make education inclusive and qualitative

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।

(a) According to WHO, 14 out of 20 most polluted cities are in India. Air pollution is the contributor to most pollution-related deaths.

Despite such information, preventive laws. people are apathetic.

(i) Lack of responsibility

- polluters do not feel morally accountable to those who are affected
- the belief that pollution does not affect them.

- (ii) Air pollution only shows effects on long term basis, people only want short term gratification
e.g. cracker bursting
- (iii) Lack of sensitisation towards possible effects of pollution
- (iv) Lack of alternatives to stubble burning or alternatives are too costly
- (v) Belief that someone else will take care of the pollution.
Government should do, people need not
- (vi) Individualistic and narrow outlook
 - fail to acknowledge unity of existence of humanity.
 - economic or sensuous gains are valued more over health effects
- (vii) Seeing pollution as a transitory phenomena.
- (viii) lax implementation of laws,
rarely ~~pen~~ penalties are imposed.

- (*) lack of respect towards environment
- (*) lack of understanding inter-generational impact
- (b) Measures to inculcate pro-environment behaviour.
- Informational campaign
 - data, figures on pollution and effects
 - conducting seminars in schools to educate children
 - conducting tests on random people and telling them harmful effects of air pollution on their body. They should be made scientifically aware about its effects
 - short movies and international documentaries about real life case of pollution related disability and deaths.

- Pro-environment alternatives
 - green crackers
 - BS-VI vehicles
 - renewable energy sources
 - low cost alternatives to stubble burning.
 - Incentivising adoption of good practices
 - BioComposting and methanol synthesis sites near stubble centres to utilise stubble
 - Celebrate those people who adopt pro-environment measures
 - plantation drives
- Implementation of laws
 - reward and penalty mechanism
 - strict supervision
 - ~~also~~
- Lead by example
 - some government agencies can

come forward and demonstrate
good practices

- Inculcating values of environmental
ethics

- rights of future generation

- rights of animals

- Unity of existence

Since there is no planet B, there cannot
be a plan B to pollution,
we need to reduce pollution at all
costs

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?

(a) Every Indian has fundamental rights and one of them is Freedom of Expression. However use of social media as a form of expression by civil servants raises certain ethical issues :-

i) Non-institutionalised manner of communication is important

information is shared

- (ii) Sensitive information may be misused
- (iii) foreign location of servers, profiling of civil servants and manipulative targeting
- (iv) Whether to express opinion of self or of the government
- (v) Creates an image of civil servants as some feudal lords
 - E.g. pictures of taking salutes, using large cars, foreign vacations, etc
- (vi) Criticism of government policies may create public dissent
- (vii) Whether ~~to~~ the freedom of expression is actually upheld
- (viii) Public may target officials for personal posts on social media. This may affect morale of civil servants
- (ix) Social media can affect decision

making and expose to majoritarian pressures

(x) Appeasement posts towards certain sections of population (caste, religion) can put a dent on public servants as being partial and biased. Image of service can be compromised

(b) While dissent and criticism is central to a vibrant democracy as it creates plural opinions and constructive debates; it can have issues if civil servants criticise government on social media platforms

~~Issues~~ Benefits of criticism

- bring out challenges in public domain
- people will be better informed and can demand changes

Issues

- Political neutrality of civil servant will be questioned
- Public trust will be weakened in

government measures and policies.

→ When the implementers are themselves not having confidence in government, how can people feel trust in the policies:

→ Targeting of civil servants by political leadership for such posts.

Thus any criticism should be through institutional channels like meetings, ministerial consultation.

Public criticism can lead to erosion of public trust in government and create political instability.

(c) Social Media Conduct should encompass following:-

(i) Avoiding political opinion in public domain

(ii) Avoiding posts to create an impression of a feudal leader
• not put pictures taking salutes, gifts, inside office, etc

(III) Using social media as a tool of public welfare

- Share information on government measures
- Creating handles for quick information sharing
- Inviting grievances on social media
- Encouraging feedback
- Citizen participation through selfies, videos eg Swachh Bharat, Beti Bachao, Beti Padhao

(IV) May create separate handles for official post (eg DM Delhi) and separate for personal and private posts

A civil servant should utilise all the resource to serve the people.

Any use which can prejudice the ethical values of the Civil Service should be avoided.

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 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।

(4) GDP growth was a proxy to a nation's development. It was a goal for governmental policies.

Why GDP matters?

→ Shows real tangible growth in physical and financial capital.

→ higher GDP, more employment, less poverty

- Higher the GDP, more the taxes, more the welfare measures that can be financed
- GDP acts as an objective criteria used by investors to decide investment policy in the countries.
- National pride that country is growing.
- Belief of trickle-down-development
- Glamorisation of GDP and GDP growth by international institutions like IMF, WTO, WEF

(b) However GDP growth has not led to inclusive growth and inequalities have sharply increased.

Why beyond GDP?

- (i) Unequal benefits to different sections

According to Oxfam report, 1% Indians

hold 58% wealth. Thus the benefits have not percolated down to the grassroots

(ii) Job-less growth

only service sector grew which is not labour intensive

(iii) Human development has not taken place - violence against women

- As per UNICEF, every 2nd child in India is malnourished
- quality of education, healthcare has not improved

India ranks 129/189 in HDI by UNDP

(iv) Lack of inclusive growth

- female labour force participation remained low
- Agricultural growth remains low

(v) Lack of sustainability

- Environmental damage
- Climate change, pollution has all the more increased.

Complementing GDP

Some of the following components should be integrated with GDP growth:-

(i) Human Development Parameters

- health profile
- educational growth
- gender-justice should be promoted
- create 'Human Capital Product' as a category of accounting.

(ii) Employment growth

- focus on employment in labour intensive sectors
- encourage MME

(iii) Green-GDP

- environmental cost accounting
- Use of sustainable practices
- Discouraging polluting industries

(iv) Focus on social capital

- mutual trust between society members.

- building harmony
- reducing regional inequalities
- decentralisation of development
- Role of women in development
 - ~~the~~ 'pink-GDP' to calculate GDP contribution by women
- Reducing social evils like mob lynching, sexual violence
- Including LGBT section.

GDP should be a measure of not only country's economic growth but of the development that its grassroot citizens make. Thus an inclusive notion of development should be adopted.

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।

(a) COVID-19 has redefined social norms of behaviour and called for social distancing, hand hygiene and masking

Such behavioural change is desirable for India for following reasons:-

- (i) Given limited healthcare resources behavioural change is a low cost solution to containing the pandemic
- (ii) Also prevents spread of other communicable diseases
- Masking can reduce spread of TB, swine flu
 - hand hygiene goes a long way in improving health and immunity.
- (iii) High population density, need for appropriate behaviour to prevent spread
- (iv) Remaining indoors, only going out for necessary work
- reduced traffic congestion on road
 - reduced pollution
- (v) Prolonged lockdown harms economy, loss of livelihood
- behavioural change can ensure safe return to the workplace
- (vi) Sustained behavioural change reduces the chance of future pandemic

- (b) However, behaviour has to be sustained and reinforced to make it a part of habit.

Different stakeholders and their roles in behavioural changes

- Government:
 - information and awareness through posters, advertisement.
 - law to enforce behaviour
e.g. fine for not wearing mask
- Administration
 - lead by example by showing sustained change among themselves
 - enforcement of laws and penalties
- Family
 - encourage and supervise each other's behaviour
 - parents can influence children
- Social media and electronic media
 - posts of people wearing masks

can encourage others

- tell about ill effects of non wearing mask, not washing hand
- Report cases of violation of rules and punishment to create an opinion

• Healthcare workers

- information
- distribute mask, sanitiser, etc

• Teachers

- encourage student to follow behavioural changes

(c) However such behavioural changes are difficult to induce and sustain

- Usually habits take time to be internalised.

But COVID-19 made it an ~~overnight~~ ~~habit~~ ~~practice~~ ~~habit~~ overnight practice

- lack of self accountability amongst people. Only following behavioural norms when supervised.

- lack of proper understanding of importance of behaviour change.
- Difficulty in following the changes
 - cost of mask
 - repeated handwashing and soap and water requirement
 - sanitiser bottles
- Difficult to sustain
 - reaction against government action
 - after sometime remove masks.
- High population density, lack of spacious roads, difficult to follow distancing
- Above all, lack of internalisation of benefits of behavioural change and lack of self-regulation.

Various institutional, emotional and legal measures have to be integrated to induce and sustain changes.