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GENERAL STUDIES (TEST CODE : 1525)

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Medium Hindi/Eng.	ENGLISH		
Center	LUCKNOW	Registration Number	759932
		Date	25/12/2020

INDEX TABLE

Q. No.	Maximum Marks	Marks Obtained
1(a)	10	
1(b)	10	
2(a)	10	
2(b)	10	
3(a)	10	
3(b)	10	
4(a)	10	
4(b)	10	
5(a)	10	
5(b)	10	
6	10	
7	10	
8	10	
9	20	
10	20	
11	20	
12	20	
13	20	
14	20	

Total Marks Obtained:

Remarks:

Signature of Examiner

INSTRUCTIONS

- Do furnish the appropriate details in the answer sheet (viz. Name, Registration Number and Test Code).
उत्तर पुस्तिका में सूचनाएं भरना आवश्यक है (नाम, प्रश्न-पत्र कोड, विद्यार्थी क्रमांक आदि)।
- There are **FOURTEEN** questions printed in **ENGLISH & HINDI** इसमें चौदह प्रश्न हैं अंग्रेजी और हिन्दी में छपे हैं।
- All questions are compulsory.**
सभी प्रश्न अनिवार्य हैं।
- The number of marks carried by a question/part is indicated against it.
प्रत्येक प्रश्न/भाग के अंक उसके सामने दिए गए हैं।
- Answers must be written in the medium authorized in the Admission Certificate, which must be stated clearly on the cover of this Question-Cum-Answer (QCA) Booklet in the space provided. No marks will be given for answers written in medium other than the authorized one.
प्रश्नों के उत्तर उसी माध्यम में लिखे जाने चाहिए जिसका उल्लेख आपके प्रवेश पत्र में किया गया है और उस माध्यम का स्पष्ट उल्लेख प्रश्न-सह-उत्तर (क्यूसीए) पुस्तिका के मुख्य पृष्ठ पर अंकित निर्दिष्ट स्थान पर किया जाना चाहिए। उल्लिखित माध्यम के अतिरिक्त अन्य किसी माध्यम में लिए गए उत्तर पर कोई अंक नहीं मिलेंगे।
- Word limit in questions, if specified, should be adhered to.
प्रश्नों में शब्द सीमा, जहाँ विनिर्दिष्ट है, का अनुसरण किया जाना चाहिए।
- Any page or portion of the page left blank in the Question-Cum-Answer Booklet must be clearly struck off.
उत्तर पुस्तिका में खाली छोड़ा हुआ पृष्ठ या उसके अंश को स्पष्ट रूप से काटा जाना चाहिए।

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EVALUATION INDICATORS

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

Overall Macro Comments / feedback / suggestions on Answer Booklet:

1.

2.

3.

4.

5.

6.

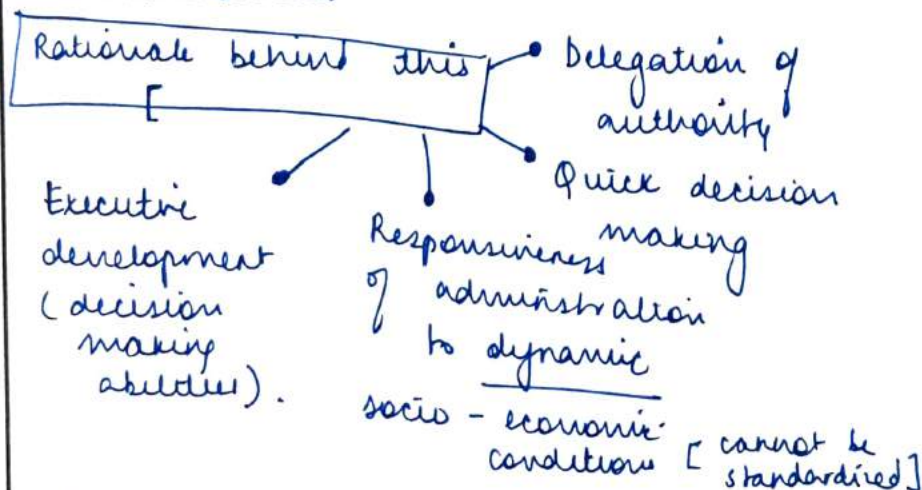
All the Best

SECTION - A

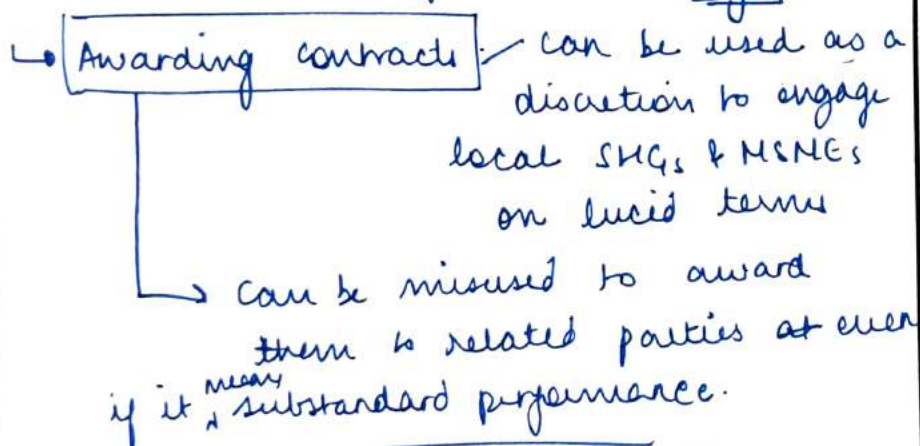
1. (a) Administration discretion can be a blessing if used correctly, however its misuse can prove to be a curse. Discuss with examples. **(150 words) 10**

यदि प्रशासकीय विवेक सही तरीके से उपयोग किया जाए तो यह एक बरदान हो सकता है, हालांकि इसका दुरुपयोग अभिशाप सिद्ध हो सकता है। उदाहरणों के साथ चर्चा कीजिए।

Administrative discretion refers to the authority & power to make decisions under various operational circumstances.



However, it is its actual exercise that determines effectiveness - eg



Initiating enquiries

discretion can be applied sensibly to protect the innocent subordinates

can be misused (due to bias / personal feuds) to persecute honest public servants.

Allowing conduct of activities eg - opening temples, mosques etc. amidst COVID.

discretion can be applied intelligently keeping case load in mind

misused to revive one faith or beliefs.

Thus, as seen above discretion is offered due to local exigencies & dynamism if applied correctly it serves to improve effective administration else, can be self serving - often at the cost of public interest.

————— x —————

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?

Corrupt practices refer to personal aggrandisement outside the sanctioned authority for self serving interests, at the cost of others. Such practices are a common parlance in India and it is often suggested that they've been "accepted" by the masses as a part & parcel of the status quo.

eg → Criminals contesting for elections & being voted in too. (People are fine with their background - give tacit approval for muscle - money power in politics).

→ The "bribery" culture is accepted as a norm. People have tacitly accepted bribes as a price they have to pay to access certain public services.

→ Political defections = effective display of lust for power is a corrupt practice but electorate doesn't believe it's a moral problem. Defectors re-elected.

The tacit social acceptance of "corrupt" practices is displayed in the absolute aggrandisement of various celebrities accused of scams that still enjoy their glory. This culture needs to change.

From Acceptance → Rejection

- Education — empowering people to curb inequalities
- Bridging the power distance → e-governance
 empowered people = RTI Act
 Social Audit Citizens charter
- Ombudsman — functional & effective. So people feel confident about cor. grievance redressal and have the courage to stand up.

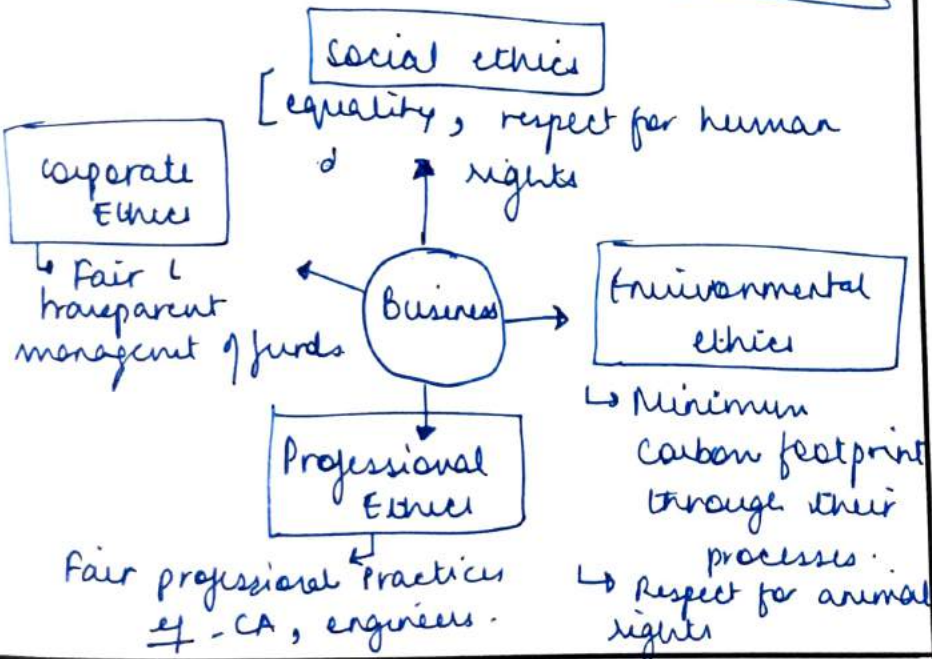
Thus, perpetuation of corruption can stop only through concerted efforts of one and all.

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।

Modern businesses function on the "stakeholder" approach. Their sustainability (long term survival) rests on how well they cater to socio-environmental ethics.

~~As~~ Business being a ~~sub~~ sub-system of the society accepts & gives out many resources to the society. It faces various ethical compulsions.



Ethical Practices like -

- Sourcing 'ethical' inputs - not harming animals, not
- Processes - not promoting slavery
eg - USA rejected chinese cotton claiming it was produced by slave labour in Xinjiang.
- Selling - fair advertisements & competition.

Ethics is central to all business processes organisations that ignore it cannot survive in the long-run specially in the modern globalized world where people are awakened to human, animal & environmental rights. They will be rejected - start incurring losses & lose brand image ∴ being driven out of the market.

X

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।

Ethical behaviour by individuals is largely guided by two sources — External - Laws, regulations
Internal - conscience

Thus both act as guidelines to ethical behaviour and are interlinked.

Laws & Regulation

Conscience

- ↳ official decree, ordinance issued by a legitimate authority for the common good
- ↳ imposes obligations on individuals to do or refrain from doing something
- ↳ General purposive guides to the 'right' & 'wrong'

↳ An intellectual process judging past or future actions to be undertaken.

↳ A cognitive activity applies principles of 'right' & 'wrong' in one's head

ethical behaviour

Conscience applies laws to
specific actions / situations and
determines whether or not it is
ethical.

Laws are "imposed" and
~~may~~ succeed only when actively
accepted + supported by "conscience"
of people.

eg - It is only when people deem
"denary" accepting an so unfair
proposition, (rejected by their
conscience) that Denary Act, 2005
will actually elicit
ethical behaviour.

It is thus often touted
"conscience" is to "laws" what
p "brush" is to "paint". Their
roles are interlinked and necessary for
~~the~~ ethical conduct

← X —

3. Given below are quotations of moral thinkers/philosophers. Bring out what they mean to you in the present context:

निम्नलिखित उद्धरण नैतिक विचारकों/दार्शनिकों के हैं। स्पष्ट कीजिए कि वर्तमान संदर्भ में आपके लिए इनका क्या अर्थ है:

(a) Our lives begin to end the day we become silent about things that matter. Martin Luther King Jr. (150 words) 10

हमारे जीवन का उस दिन अंत होना शुरू हो जाता है जिस दिन हम उन विषयों के बारे में चुप रहना शुरू कर देते हैं जो मायने रखते हैं। मार्टिन लूथर किंग जूनियर

The above words come from the most admired civil rights personality and are absolutely relevant today.

The words entail that as social people we cannot remain silent spectators of all the evil. Our lives begin to decay if we mute our voices to blind ourselves to injustices.

In present context → Atrocities against
Safis
Lack of dignified
lives to the LGBTQI
community.
Sexual harassment
of
women at
workplaces.

are some of the issues that are pervasive but receive scant attention or voice.

Such a stance makes us equivalent to non-living things that do not respond to dynamic changes. If we allow this to continue ~~existing~~ just because we aren't directly at the receiving end of it and those who are, are incapable of raising voice — there will be a day an issue concerning us will arise but this attitude of silence will make us continue suffering injustice.

To prevent such a decay to set into our lives and the society, one must act up, speak up even if one is the only voice —

“when the whole world is silent,
even a single voice is loud
enough!”

— Malala Yousafzai

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 कान्ट

The above words convey the depth and moral sanction behind ethics. Ethics is a set of standards that we as a society / group impose upon ourselves and follow to ensure righteous behaviour.

Laws are official orders imposing obligations on individuals. Violating laws and lawfully protected rights of others renders us guilty of a breach and liable to prescribed punishment.

In case of ethics, the thought of violating rights of others and indulging in self serving or

other harming behaviour makes one a guilty of breach. Ethics have a moral sanction and the thought of violating freedom, liberties, rightful access of others is a breach enough.

In public service this proposition is very relevant. Public servants are entrusted with the duty of safeguarding rights of the citizens. The thought of depriving them of their due (i.e. ration, resources - material or otherwise), civil liberties etc.) is unethical to start with. ~~There may or may not be~~

Thus, there may or may not be an official code making a person guilty, the thought of violating others right is unethical to begin with and must be desisted.

4. (a) What do you understand by Social Intelligence? Discuss its relation with the Emotional Intelligence of an individual. (150 words) 10

सामाजिक बुद्धिमत्ता से आप क्या समझते हैं? किसी व्यक्ति की भावनात्मक बुद्धिमत्ता के साथ इसके संबंध पर चर्चा कीजिए।

Social intelligence is the ability to perceive, understand and manage the social phenomena.

Social intelligence includes

→ understanding social norms - religious, cultural sensitivities, degree of respect for certain rights.

→ Managing Response - Responding accordingly. Not offending established social norms, regarding due respect to where needed.

eg - If a society is very sensitive about animal rights, ~~that~~ an organization must ensure its compliance to such norms.

Social intelligence ^(SI) is a close
companion of emotional ^(EI) intelligence.

EI is the ability to perceive,
understand & manage emotions
of self and others.

The link - They both help improve
social inter-personal communication
abilities of a person. ~~except~~
Individual is intelligent enough to
understand implications of her
actions on others & tailed response.

Thus both SI & EI are
of critical significance to an
individual's social & inter personal
skills. Very relevant for public
servants who operate in
dynamic social milieu.

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 set of principles guiding behaviour of intended parties in specific manner.

→ spells out the do's & the don't's i.e. what is acceptable & what isn't.

eg - Central Services Code of conduct
Rules 1964 for central public servants.

Code of ethics is a set of standards that a group is subjected to, to guide their behaviour according to "primary organizational values" and standards.

eg - Professional ethics $\leftarrow$ CA
Military ethics $\leftarrow$ Doctors } etc.

While code of conduct outlines specific behavioural guides in a structured manner, code of ethics is the underlying moral force.

Code of ethics determine what is right & what isn't and ~~that~~ that is manifested in the form of specific do's & don'ts in the code of conduct.

Thus, code of Ethics is foundational and provides the moral force behind the structure of code of conduct. One is incomplete without the other in actually eliciting ethical behaviour.

—X—

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। विवेचन कीजिए।

Buddhism as a religious and moral philosophy is quite highly placed in its richness of ideologies. One of the propositions about "karuna" & "panna" are under discussion.

Perfect man is a myth but 2 qualities that take one closest to being fulfilled are -

Compassion

The ability to gauge other's plight, feel at oneness with them and be provoked to alleviate their condition.

Wisdom

The intellectual wealth of being vested with ~~knows~~ a crisp understanding of the right thing to do. It is often fed by knowledge.

Buddhism rightly propounds that both go into making a person perfect - i.e. one is incomplete without either / both of them.

Wisdom gives one the intellect to chart the right course of action but compassion is what prompts it and puts it into action.

Thus, compassion & wisdom are both necessities of a sound character - ~~but~~ compassion without wisdom will be action-less /

solution less sympathy / empathy. Wisdom, without compassion cannot serve rightly. The genuine concerns may remain ~~unadd~~ unmet & unaddressed. They must be perfectly needed.

— X —

5. (b) The life of Dr. A.P.J. Abdul Kalam presents a broad range of lessons and virtues to be learnt by public servants in India. Discuss. (150 words) 10

डॉ. ए.पी.जे. अब्दुल कलाम का जीवन भारत में लोक सेवकों द्वारा सीखे जाने वाले सबक और सद्गुणों की एक विस्तृत श्रृंखला प्रस्तुत करता है। चर्चा कीजिए।

Dr. A.P.J. Abdul Kalam has been rightly touted as the most sound personality to have graced us with his presence in the recent past. His life and legacy provides a broad range of lessons & virtues for public servants. viz.:-

- Scientific Temper - The missile man of India encouraged having a scientific temper. Much needed in public policy & implementation.

- Compassion - Kalam sir's spirit of compassion specially for the vulnerable & marginalised needs to be replicated by public servants.

- Pursuit of Excellence with Perseverance
↳ "If you're to shine like a sun,
first learn to burn like it"
- A.P.J. Kalam

He preached relentless hard work & pursuit of excellence.

- Local Responsiveness - Sir, aptly pointed out India must have its own development model rather than copying from others. Public servants need to devise locally suitable solutions in this dynamic society instead of looking for standard applications.

- Learning as a Process - Kalam sir's life was a dedication to study & learning. Public servants too must never stop learning, upskilling ~~themselves~~ themselves.

Thus APT Abdul Kalam's legacy continues to shine on as he continues to live in our hearts. Public servants must draw lessons from his life and put them to practice in exercise of duty.

— X —

6. Identify which essential information should be made available to the public via Citizen's Charter? Also, suggest some steps for successful implementation of the Citizen's Charter. (150 words) 10

चिन्हित कीजिए कि नागरिक चार्टर के माध्यम से कौन-सी आवश्यक जानकारी जनसामान्य के लिए उपलब्ध कराई जानी चाहिए? साथ ही, नागरिक चार्टर के सफल कार्यान्वयन के लिए कुछ उपायों का सुझाव दीजिए।

Citizen's Charter is an undertaking given by a public institution to deliver high quality service while adhering to the standards promised within.

- ↳ Citizen's charter puts people at the centre of public service delivery. Gives them authority & power to hold the institution accountable for service quality. It can however be done when it is properly designed & implemented.

design - what information to be disclosed?

- ↳ specific provisions regarding components of service -
 - ↳ Time
 - ↳ Mode
 - ↳ quality
 of delivery standards & performance

- ↳ Grievance Redressal Mechanism - who to contact if service standards not met.
- ↳ How to approach the authorities
- ↳ Rights of citizens in the event of lax response

Implementation can be effective viz

- ↳ Giving it wide publicity = Awareness
- ↳ Educating people to build functional literacy to exercise rights.
- ↳ Social audits - verifying adherence to charters.
- ↳ Institutionalizing - charters through policies.
- ↳ Performance linked incentives - for public servants' appraisal.

Thus citizen charters are innovative mechanisms to ensure quality public service delivery instead of treating citizens as passive recipients. They must be designed & implemented well to ~~serve~~ serve well.

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।

There are some issues that transcend national boundaries, human rights & humanitarian principles are few of them.

They are a shared responsibility of all the world citizens.

Recent incidents displaying scant regard for refugees - [political or climate] ~~have~~ merit this discussion.

Refugees are people who leave their ~~so~~ homes and seek residence elsewhere (even if not legally entitled to) out of pressing circumstances such as → submergence of their home islands

→ violent & terrorist tendencies back home.

→ Basically when there are life threatening conditions at home.

Most of such conditions - like climate change & terrorism are of global construct & perpetuation

∴ Global responsibility

Besides "human rights" cannot be guaranteed in islas there has to be a consensus that merits their global protection.

→ Shared Responsibility :

- State → Home state of refugees - must aim at their rehabilitation of Myanmar & Rohingyas
- Other states - as responsible members of international community, they must show regard to human rights by -
- Giving refuge whenever possible
- Moral Pressure on state (home) state to alleviate refugees concerns
- Humanitarian assistance in kind (India came to Rohingyas)
- Promoting global consensus at platforms like UN

Thus, state as an organized & responsible institution of the world community must primarily display respect for human rights and humanitarian principles

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 Tapsim is a construct of traditional bureaucracy and propagated by Max Weber.

It refers to the ~~strict~~ increased documentation & adherence to numerous rules & regulatory procedures to be followed across ~~the~~ organisational hierarchies in public service institutions.

Impact of Red Tapsim

- ↳ buck passing - public servants shirk from responsibilities and make ~~a~~ ~~the~~ citizens approach various authorities before getting redressal.
- ↳ Inordinate delays - Multiple compliances naturally slow down quick service delivery.

- ↳ Erodes public confidence + In expeditious service delivery

It prevents citizen Centric Governance

- ↳ By eroding people's faith

- ↳ Rules & procedures are central to operations and citizens interests are marginalized.

The solution lies in

Thus red tapism if allowed to persist cuts at the very roots of public service delivery - citizen's welfare by alienating them. It is time to straighten and smoothen procedures and put citizens at the center of public governance.

—————X—————

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.

① 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. ③ Other promising vaccines under development, following a rigorous methodology, may take months to enter the market. In this context: ④

(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।

(a) The case in point could not be closer to reality. As the

pandemic hit the globe unawares, governments across the world are designing the plane while flying it. Quick and effective decisions need to be taken. However, multiple interests ~~stakeholders~~ considerations will have to be factored in.

Critical Issues in this case

- ↳ Public Health - Rising case load and completely avoidable ~~morbidity~~ mortality & merits putting a vaccine in place so public health can be secured.
- ↳ Speed - Quick delivery of vaccines needed to put life back on track.
- ↳ Safety - The vaccines cannot be improven in terms of safety. The ~~to~~ cure doesn't have to be worse than the disease. we cannot expose people to unknown

dangers in the wake of vaccine demand rush.

→ Efficacy - Proven performance against the virus is a must.

otherwise - all the economic resources going into making available & delivering the vaccine will go in vain.

People ~~of~~ will get a false sense of security and lower their guards = even more dangerous.

→ Economic Resources - lockdowns and paralysed life even post lockdown is already costing the state and citizens alot. Vaccine has to be affordable for the people to avail & for the state to deliver to those who cannot afford.

All these multiple & often conflicting factors make the

situation very complex.

Thus, primarily safety, efficacy & cost are to be considered & balanced with speedy delivery.

(b) Course of Action

• The indigenous vaccines having doubtful efficacy & safety & troubled approval methodologies = cannot be chosen till they prove their efficacy & most importantly safety.

I would - suggest improvements to their approval methodologies to be taken under Controller of Drugs & ICMR. and assist them, ~~best~~ to come up with proven solution.

• The limited supply Global Vaccines

↳ can be sourced for the time being for priority citizens group -

At risk → Frontline workers :

↳ Healthcare Providers > Security Personnel >
others COVID warriors

• Critically ill - cancer patients &
those with vulnerable co-morbidities

• Later the >60 years Population can be
covered

[Many among this group may have
a capacity to pay, ^{others} can be covered
under — health Insurance Policies
— expressly state granted vaccines

This is to balance the urgency of
vaccine for this group with the
limited supply and high cost costs.

↳ The other vaccines under development
must be supported through sharing
of best practices.

Thus, I will go for
rationing of available vaccines and
meanwhile promote safe development
of indigenous ones. This pandemic
has necessitated tough &
challenging decisions, ~~as~~ vaccine
delivery will be one of
them.

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) Literacy can be understood as the ability of any individual aged > 7 years, to read and write with understanding. Indian

trust with ensuring literacy has been long drawn due to pre-colonial shortcomings, poverty, social fractures - castes, gender discrimination etc. Yet we have now gotten to a 74.7% number. This feels like an achievement. A lot remains to be done.

There are **3** primary concerns -

- ↳ Those remaining still illiterate
- ↳ Those counted as literate - still suffering from ~~poverty~~ learning poverty = only know some "floor level tasks". Some still cannot perform basic numeracy operations. Learning poverty is often cited by ASER surveys.
- ↳ 3rd and the most pertinent theme: Lack of education in human values.

Educated i.e. Not only mere literate but even very educated individuals lack "human values".

⇒ Education is understood as a bridge from misery to hope in every respect.

⇒ It can play the following role in reforming human behaviour through inculcating human values :-

• Social Education - ~~Moral~~ social science is the most neglected study domain at schools. The impact is clearly visible in poor understanding of our society - concerns of different castes, genders, income groups and respect for their ~~sensitivities~~ sensitivities.

• Moral Science - That teaches behavioural patterns and moulds young children's character is absent or not taken seriously at schools & colleges. We are taught how to make money.

and manage it but not how to do so ethically or why be ethical?

Education, if not holistic can be rather detrimental. It will create educated yet dispassionate people. As rightly said - "Educating the mind and not educating the heart is to educate a menace to the society."

Thus education at schools and colleges must be holistic. It will broaden ~~the~~ children's horizons and they will grow up to be compassionate, respectful, sensitive ~~humans~~ adults.

b) Education system is modelled along the directed lines of from the government. Yet, the state cannot alone be blamed for this "soul-less" education we are delivering at schools. There are other stakeholders who can & should press for a change -

- Parents - Are looking for kids to become "coders", institutes that offer good "placements", treat moral sciences as neglected domains. They must actively press for schools to groom their children into these sensitivities.
- Schools & Colleges - As future of India sits in its classroom, institutions must assume responsibility for grooming them into responsible adults.
- Employers - Must lay a thrust on "human values" while hiring and credit individuals high on this account. It will then become a pursued cause at colleges. Besides in the interest of organizations.

Thus, education in India needs a moral coloration, state alone cannot shoulder that burden, it must lead though. After all, education that does not mould the soul, is no education at all!

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।

Air pollution as a menace is a visible reality to us in the form of dense dark smog that shadows the NCR every autumn.

and other metros are not far from experiencing the same, yet, the attitude of people towards this visible disaster

is far from appropriate. It is of neglect and disregard for less addressing it.

Reasons for neglectful behaviour -

- ↳ Economic compulsions
 - ↳ Farmers lack other cheaper / affordable means of disposing off the post harvest stubble.
 - ↳ Industries lack cheaper sources of fuel.
- ↳ Convenience - car pooling or choosing public transport is inconvenient.
- ↳ Lack of effective Penalties - That can operationalise laws.
- ↳ Awareness lacuna - Environment and its detrimental shape is of scant concern because people haven't been educated about it at schools. They think of it as a passing phase, ~~that~~ an annual smog period. The normal higher than

acceptable AQI does not bother them as long as it isn't visible.

Measures to make -

↳ Lax Attitude of Authorities

↳ Implementation of these laws have been wanting.

↳ cracker sale, bursting mono of it could be checked effectively.

People ~~don't~~ perceive this lax behaviour for impurity.

↳ No sense of urgency - Most

people who do not suffer from health concerns themselves,

see air pollution only as a possible problem to those

with co-morbidities. It is a

distant & non-urgent concern for them to change their behaviour.

Measures to ~~stop~~ Nudge people

↳ Stricter laws

↳ Cracker bans should be imposed strictly.

↳ stubble burning must be properly checked.

↳ Strict enforcement of penalties for violation

↳ CSR incentives for corporates to shift to cleaner technology.

↳ Timely Action

↳ Education & Awareness

↳ For those at school - drills, simulations & formal education regarding the adverse impacts of it.

- Those at office - workshops be conducted as part of CSR activities.

- ~~Credits~~

↳ Alternatives be offered

↳ ~~to~~ eg. To farmers for affordable &

environment friendly disposal of stubble

- Recent PUSA decomposer should be commercialized & provided.

Moral Policing

↳ by NGOs, children groups, pressure groups for stubble burning & cracker use.

Thus, this urgent environmental menace must be addressed with a sense of urgency. Moral & Internal

persuasion will go farther than just laws, but laws

should be stricter, practical and properly implemented to start with for a behavioural nudge.

12. In recent times, social media has emerged as an important platform for all to share their information and opinions. Many civil servants are also quite active on the social media. Given this situation, there have been calls to revise or update the Civil Services Conduct Rules.

Suppose you are a senior IAS officer who is heading a panel set up by the government to bring suitable changes in the conduct rules. Elaborate on how you will respond to the following questions:

(a) What are the issues with a civil servant expressing his/her views on social media on various matters?

(b) Should criticism of government policies on social media by civil servants be allowed?

(c) How should civil servants conduct themselves on social media? (20)

हाल के दिनों में, सोशल मीडिया सभी के लिए अपनी जानकारी और राय साझा करने के लिए एक महत्वपूर्ण मंच के रूप में उभरा है। कई लोक सेवक भी सोशल मीडिया पर अत्यधिक सक्रिय हैं। इस स्थिति को देखते हुए, सिविल सेवा आचरण नियमावली को संशोधित या अद्यतित करने की मांग की गई है।

मान लीजिए आप भारतीय प्रशासनिक सेवा के एक वरिष्ठ अधिकारी हैं, तथा आचरण नियमावली में उपयुक्त परिवर्तन करने के लिए सरकार द्वारा स्थापित एक पैनल का नेतृत्व कर रहे हैं। 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)

Social media is a prompt platform for personal opinion projection. Civil servants use it too for all kinds of purposes. Issues with civil servant expressing views on various matters:

Position & status

even if a personal view is expressed it is taken as a sanction by their authority.

A ~~Adviser~~ Inspiration - civil

servants views & opinion carry inspirational value to many. If they are positive - it is good to replicate but can be harmful otherwise.

Conflict of Interest - Impartiality is

a key characteristic of any public office. Expressing any view can amount to taking sides - especially on matters of faith, festivals, political issues - leaders, parties etc.

(b) civil servants are as citizens as anybody else and freedom of expression & criticism due to them in a democracy must be protected. ¶

Yet, due to the nature of their job which is - 'being attached to the executive political executive as permanent executives - their freedom of expression is subject to reasonable restrictions :

→ They should not be allowed to criticise government policies on social media because:

→ They are the face of govt. to the common man.. If they don't believe in a policy and it is known

to people, people's faith erodes in how well it will be implemented.

↳ Does not serve any purpose

↳ They are a part of the machinery, must convey constructive criticism within the govt. through established channels so that concerns can be addressed.

~~Flat~~

(c) conduct of civil servants on social media should be -

↳ Impartial - not insinuating partisanship.

↳ Personal separated from professional

- They are entitled a good social life ~~but~~ and

use social media to connect with people, express themselves but not express political opinions

↳ Constructive for making people aware of policies, issues, grievance redressal mechanisms, sharing best practices

Thus social media must be used constructively by civil servants. As responsible citizens they should rather use it to propagate social integration & prevent rumour mongering.

—X—

13. Economic growth has been the primary goal of economic policies, and the principal measure of an economy's success. In the last few decades, economic growth benefitted mankind in multiple ways. But alongside these benefits, it has also generated significant issues and a series of converging challenges. In light of this, answer the following:

(a) What was the rationale behind GDP growth being considered the pillar of economic policies the world over in the past few decades?

(b) Explain the need to go beyond GDP growth and reassess our measures of development. Identify some of the components that need to be complemented with GDP growth going forward. (20)

आर्थिक संवृद्धि, आर्थिक नीतियों का प्राथमिक लक्ष्य रहा है, और किसी अर्थव्यवस्था की सफलता का प्रमुख उपाय भी। विगत कुछ दशकों में, आर्थिक संवृद्धि ने मानव जाति को कई तरीकों से लाभान्वित किया है। लेकिन इन लाभों के साथ ही, इसने महत्वपूर्ण मुद्दों को और अभिसरण संबंधी चुनौतियों की एक श्रृंखला को भी उत्पन्न किया है। इस तथ्य के आलोक में, निम्नलिखित प्रश्नों के उत्तर दीजिए:

(a) विगत कुछ दशकों में विश्व भर में जी.डी.पी. की संवृद्धि को आर्थिक नीतियों का स्तंभ माने जाने का मूल आधार क्या था?

(b) जी.डी.पी. की संवृद्धि से आगे जाने की आवश्यकता की व्याख्या कीजिए और विकास के हमारे उपायों का पुनर्मूल्यांकन कीजिए। कुछ ऐसे घटकों की पहचान कीजिए जिन्हें आगे बढ़ने के लिए जी.डी.पी. की संवृद्धि के साथ पूरक के रूप में होने की आवश्यकता है।

Economic growth is measured
in terms of GDP numbers for
the following reasons:

→ Objectivity - clear numeric data to
express compare performance

→ Comparability of performance
across time periods &
with others -

- Economic well being central
to achievement or access
of other measures such as
 - education,
 - social status,
 - healthcare.

It was reasonably assumed that good economic growth puts more resources in the hands of the people and their ability to access things improves.

- Uniformity - of performance metric across globe makes finance + investment flow easy and is therefore preferred by global institutions

such as World Bank, IMF and
other FII's, Investors.

(b) However in recent times the
concept of growth and
development in all aspects,
including economy's success
have ~~become~~ been changing.

↳

↳ specially since the 1990s,
the concept of sustainable
development caught pace and
various other metrics have
been included to measure
the performance of an
economy.

viz.

- ↳ Quality of life - measured through access to education, healthcare, standard of living
↓
(life expectancy) etc.
- ↳ Per capita Income - To measure the per person impact of economic growth
- ↳ Inequality - GDP growth may be driven by a single or few corporations wealth improvement - If the growth doesn't percolate to everyone - the "success" of economy is still questionable.

Apart from these that have been already under consideration others

that merit inclusion are -

- ↳ State of hunger, nutrition.
- ↳ Learning outcomes
- ↳ Sanitation & preventive healthcare
- ↳ Social Mobility

There is a pressing need to ensure such concerns are included in economy's success appraisal because of

- Jobless growth
- Unequal GDP growth benefits to all
- (lopsided development)
- Overall wellbeing cannot assumed to have improved by plain GDP figures. They must lead to tangible outcomes for all involved.

Thus economy's growth success is multifaceted and must be measured keeping in mind the diverse concerns involved the actual benefits reaching people.

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 करेगी। 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) The COVID-19 pandemic is an unprecedented crisis of our times. It is forcing us to implement some significant behavioural changes. But the

need for a country like India is that such changes perpetuate beyond just the pandemic.

- Following ^{explains why} behavioural changes are needed in India amidst pandemic

(Physical)

- Social distancing - To be acceptable in the interest of better sanitation.

- Habits like - covering up while sneezing, not coughing ~~without~~ cover not spitting on roads need behavioural change and are needed not just in managing pandemic - but in larger interest of public health.

- Wearing masks - is a necessary requirement specially given our huge population → congested work & social spaces, public transport as mass mode of transport etc.

- ↳ Refraining from crackles & other polluting activities that can aggravate COVID issue
Needs behavioural conditioning.

- ↳ Taking healthcare seriously -
& not just a fad needs behavioural change for an otherwise ignorant population

(b) Role of various stakeholders

- ↳ Govt - Designing and implementing policies strictly.
- ↳ NGOs / SHGs - Reinforcing the "new normal" and "moral policing"
- ↳ Families - Insisting on compliance on a personal level. - •

→ Institution - like schools, colleges seeking compliance through rules and incentives. Besides making effective arrangement for convenient following of the new norm,

→ Shopkeepers, Markets - Acting responsibly and following the norms even at the cost of few customer losses - In the larger public interest.

→ Individual - Assuming moral responsibility.

14) Challenges

→ Established Patterns - difficult to change.

Elders in the family are hard to keep at home compulsively.

- ↳ Shy before others People do not inform of infections or travel history for fear of ostracization. Anxiety & uncertainty compounds this behaviour.
- ↳ Stigmatization of those infected, by the others prevents responsible behaviour.
- ↳ Lack of Infrastructure / conveniences Facilitates to spit around public places. People avoid looking for one too.

↳ Thus, behavioural change is a long drawn process and needs concerted action from all involved. It will be a learning outcome from this pandemic if we can ~~to~~ adopt more promising sanitation & behavioural habits.