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GENERAL STUDIES (TEST CODE : 1525)

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Medium Hindi/Eng.	ENGLISH	Date	18/12/2020
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 वरदान हो सकता है, हालांकि इसका दुरुपयोग अभिशाप सिद्ध हो सकता है। उदाहरणों के साथ चर्चा कीजिए।

Administrators have a complex task of ensuring development which is inclusive as well as just. They are often provided with discretion for effective performance.

Discretion as blessing

- ① Help ensure even the most marginalized is not left out due to procedural issues (Eg not denying PDS benefits if no documents)
- ② Ensures handling of unforeseen circumstances not envisaged in Law (Eg Covid pandemic provided extensive powers to DM under disaster mgmt act)
- ③ Help ensure public faith maintained in administration

- ④ Helps tackle exceptional cases of crisis (Eg during riots or SP has to take call for using punitive measures)

Discretion as a Curse

- ① It can be misused for corruption (Eg backdating of bids in coalgate scam)
- ② It can be made a regular routine instead of sparing use
- ③ It may invite allegations of violations of procedure established by law
- ④ May be used to fulfill self serving bias

CONCLUSION

Administrative discretion has to be a last means and efforts have to be taken to ensure rule of law is supreme.

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?

According to Kaushik Basu
corruption is not only tolerated
but accepted and even emulated

Reasons for social acceptance of
Corruption

- ① lack of penalty: CBI conviction rate in corruption cases is just 3% (Parliamentary Standing Committee)
- ② Cultural acceptance: The 'Chalta hai attitude' reinforces corruption.
- ③ lower salary in public sector is used to justify corruption.
- ④ Discretion: Is misused to favour oneself.
- ⑤ lack of transparency: Especially

in state level functioning

Shifting to Rejection of Corruption

Legal-Administrative

- Autonomy to CBI
- Promoting transparency through self disclosure, RTI, social audit
- E-governance
- ~~Pass~~ Implementing whistleblower act

Societal

- Awareness generation of rights of people
 - Involving civil society in social audit eg MKSS
 - Promoting citizen complaints
Eg IMF integrity hotline
 - Using education for behavior change
- This multipronged approach is required for eradication of corr

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

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

Ethical business practices are those which abide by principles of fair competition, upholding customer interest and abiding norms of corporate governance.

Key for long term survival of Company

① It helps build Company's brand image
Eg Tata's name itself is associated with fair play, contributing to its growth

② It helps company access capital ~~and~~ via IPOs etc
Eg Ethical companies shares are more actively sought due to its stability

③ Helps attract best talent
Eg Google is amongst the most
favoured places to work due to
it's fair treatment of employees

④ Helps avoid getting stuck in
legal complications

Eg unethical acts of companies
leads to their prosecution recent
case of ICICI - Videocon

⑤ Able to compete internationally
Companies with associated
ethicality are more favorably
welcomed in foreign markets

Thus ethical conduct in
corporate sphere is essential
for sustainability of any firm.

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 famously stated that law is not needed when people are sliding.

Success of law dependent on individual conscience

① laws like Dowry abolition act 1961 have remained paper legislations because little societal acceptance of dowry as crime

② Similarly the colonial era acts such as Sharda act 1929 failed to eradicate child marriage because it was disconnected to socio-norms

On the other hand laws like

Sati abolition act were much more effective in ending the menace because gradual societal acceptance of inhumaness of the practice

Ensuring successful law implementation

- ① Implementation should be accompanied by massive awareness drive Eg Swachh Bharat Abhiyan
- ② laws should be formulated taking cultural nuances in mind
- ③ Advertising focusing on affective as well as cognitive aspect (Eg cigarette cover convey both)
- ④ Involving socio-religious leadership
- ⑤ School curriculum should reflect the intention of laws

As it is famously said "Law only decides course of path, actual path decided by its culture"

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

"Deepest parts of hell are reserved for people who maintain their neutrality during times of crisis" - Dante

The above quote as well as Luther King's one highlight the aspect of being indifferent and the consequent damage to the society

Historically

- Countries which were perished on injustice had to suffer destruction
Eg Nazi Germany's 1000 year reich dream ended in 12 destruction years
- Kings who failed to notice unrest

amongst the masses were overthrown
Eg French and Russian revolution

Contemporary Scenario

- Our lives marked by constant competition, distrust, envy. We have failed to take account of the sufferings of the vulnerable
- Elderly parents neglected
- Women still being confined to 4 rooms of home
- People rejected house for rent because of caste, religion
- Social media becoming a toxic medium of spreading hate often by friends/family but we fail to object

A successful and just society can never be premised on apathy and moral neutrality. Silence where situation demands to act, only accelerates the problem. Thus need is

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

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

Immanuel Kant was the key figure of the deontological school of thought, where the right intention is paramount in determining the ethicality of action.

① In mythology it can be found in many places where acting with right intention is supreme. Eg Yudhishtira on eve of war said "I do not act for the fruits of Dharma, I act because I must"

② ~~During~~ Ancient Indian societal framework reinforced acting in just manner. Eg Repaying debts of parents, teachers.

③ Our freedom struggle signified not only strive for independence but a just and moral victory over the imperialist too, where means were more important than ends (Eg Non cooperation movement withdrawal after Chauri Chaura)

In the present scenario it is increasingly being witnessed a dissonance between what one preaches and what he intends.

Politicians speak of uplifting the backwards but instead polarize them for winning elections. Teachers teach equality of all but covertly discriminate against scheduled castes / tribes.

Thus an act must be undertaken with the right intention to yield best results

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 of an individual to detect the social context of his surrounding and respond appropriately.

It involves:

- Recognizing the class/religious/ethnic/linguistic sensitivities of the people
- Helps in effective communication
- Promotes social capital
- Leads to getting in a particular community
- Promotes and develops values of empathy, compassion, tolerance.

Social intelligence is a broader aspect than emotional

intelligence.

Both help in :

- Effective conveyance of emotion
- Understanding the mental state of the other person
- Help build social relationships
- Help in handling stress within oneself Eg If civil servant transferred to a remote location with minimum facilities, with the help of EQ and SQ could manage his family life as well as public life.

Thus social intelligence and emotional intelligence are ~~sine qua~~ non for holistic and all round development of personality.

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 mix of standards to be expected as well as values to be aspired for.

It presents a structure to organized values

- ① Helps check deviant behaviour
- ② Provides clarity on aspects of integrity expected
- ③ Ensures the tenets of prolity, neutrality and impartiality are adhered to
- ④ Provides legal basis for taking action for errant activity

Code of Ethics : gives foundation

- ① ~~It~~ Code of conduct provides external checks while code of ethics promotes internal value change
- ② Code of ethics helps ensure highest ideals which are to be strived for
- ③ Code of ethics will provide moral frame of reference where code of conduct absent Eg ambiguity in taking gifts via relative
- ④ Code of ethics will promote pro social behaviour Eg On social media
- ⑤ Reliance ^{on} ~~of~~ code of ethics would reduce need of invoking code of conduct.

Thus need of the hour is to bring out an official code of ethics as suggested by 2nd ARC

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।

Buddha's philosophies are premised on empathy, non attachment and self restraint coupled with pursuit of enlightenment

In this context two critical qualities for perfect human being are:

④ Compassion

- ① It helps reduce social tension and integrates man in the society
- ② It helps in bringing about inclusive development Eg Gandhi's Tatishman which directed to help the most deprived
- ③ In administration: It helps in efficient service delivery: Eg B D Sharma former IAS did tremendous work amongst tribals and help

formulate PESA

- ④ It helps individual recover from their low points Eg PM consoling ISRO chief after Chandrayaan 2 failure

Wisdom

- ① Wisdom involves acting in the right way with the knowledge owned Eg Ambedkar used his legal acumen in drafting inclusive and transformative constitution
- ② wisdom helps in taking the right decision during times of moral crisis: Eg Pakistan persecution of Bangladeshis in 1971, India showed wisdom by supporting just cause of Bangladesh
- ③ Wisdom helps in bridging social divides Eg looking beyond one's caste/religion and how one is as a person
- ④ It helps in transmitting right values to children, friends etc

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

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

Dr A P J Abdul Kalam was the leading figure of scientific community, who fought against numerous odds to rise till the top most positions.

① Facing adversity with determination

Dr Kalam despite humble background pursued excellence. Current civil servants often have to work with meagre resource and have to deal with crisis (disaster/riot/disease)

They need to display fortitude and spirit of service to handle these conditions. Eg. ^{PM} Armstrong Pane built road in Manipur without govt fund

② Be prepared for failure

~~Exaggerate~~ The traditional bureaucracy was status quoist and averse

to taking risk. Present focus should be an openness to change and try out new avenues for public service delivery

③ Give credit to the team

Dr Kalam always credited the team for the success and took ownership of failure.

The bureaucrats are famous for self aggrandisement and need behavioural change to respect and appreciate juniors

④ Impeccable integrity

Dr Kalam's reputation preceded him. Civil servants need to ensure that their reputation is unscathed. Figures like TN Sheshan should serve as guiding light

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

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

Citizen's Charter is a legal document laid out by the department which sets the standards, timeline as well as grievance redressal mechanism.

Essential information for public in Citizen's Charter

- ① Quality: The quality of the service which can be expected by the citizens
- ② Rights of citizens: As seen in the recent taxpayer charter of IT act
- ③ Duration: within which service is to be provided

- ④ Grievance redressal: Mechanism for ensuring time bound addressal
- ⑤ Core themes: of the relevant schemes / programs

STEPS FOR SUCCESSFUL IMPLEMENTATION

- ① Social audit committees should be formed in an inclusive way
- ② The reports of audit committee should have certain binding aspects
- ③ The promotion of civil servants should incorporate performance of citizens charter as parameter
- ④ Citizen's charter awareness should be improved by earmarking fund
- ⑤ Regional languages should also be used
- ⑥ It should be regularly updated

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।

The plight of refugees have become a major humanitarian crisis in recent times. In 2016 the dead body of Ayan Kurdi floating near Syrian coast shocked the world.

Human Rights respect: Responsibility of AU

- ① The nation states have to ensure orderly migration
 - ↳ Principle of non refoulment where safety is threatened
 - ↳ The developed countries should contribute more
 - ↳ ~~Demographic~~ Suitable socio-economic measures should be taken for rehabilitating refugees (Eg German model)

- ② The ~~multi~~ international bodies have crucial role
- ↳ UN has to ensure global compact for refugees is aided by
 - ↳ International criminal court has to prosecute individuals committing atrocities on refugees.
 - ↳ World Food Program / FAO etc ensure access to food

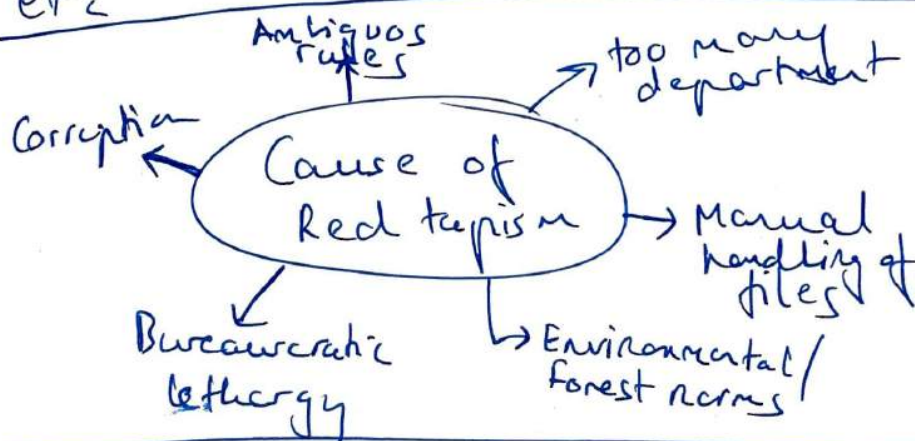
③ Civil Society has to continue playing the role of safeguarding interests of vulnerable migrants
(Eg red cross, Amnesty international)

Thus state has to play the most crucial role in protecting the refugee, Kant's cosmopolitanism theory of all humanity is one and a single moral community should be the guiding principle.

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

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

Red tapism is the phenomenon where bureaucratic decision making is slowed down to a crawling pace. This happens due to multiple layers of clearances, numerous regulations etc.



Hurdle towards Govt Citizen Centric Governance

- ① Delays decision making: Eg
Pre LPG era was marked by slow and poor execution of policies

- ② Discourages transparency : Multiplicity of functionaries leads to opacity
- ③ Affects accountability : Blame shifting is resorted in failing Eg Recently Road Transport minister publicly rebuked NHAI officials for culture of blame shifting and red tapism
- ④ Poor service delivery : Red tapism leads to corruption and denial of welfare scheme benefits Eg recent scholarship scam exposed by Indian Express
- ⑤ Exodus of foreign capital

✶ Tackling Red tapism

- e-governance (apps etc)
- Single window system
- Self certification
- Merging departments
- Clear rules

Reducing red tapism is essential for easing of doing business and transitioning

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।

Covid pandemic's unprecedented pace of spread has put immense pressure on the scientific community to come up with a vaccine. This case study

highlights the dilemmas faced across the countries

a) Critical issues involved in the case

- ① Speed v/s authenticity of the vaccine process
- ② Right to life of the citizens
- ③ Vaccine nationalism : Need to focus on indigenous
- ④ Handling political pressure
- ⑤ Gandhi's Talisman : Ensuring the vaccine reaches the most vulnerable first
- ⑥ Possible ramifications if hasty approval (side effects etc)
- ⑦ Upholding public trust in the state
- ⑧ Maintaining objectivity

G) Course of Action

→ creation of a fact finding team comprising of eminent experts (scientists, doctors, civil society etc) to review the functioning of the promising vaccine.

→ If the vaccine development process has procedural irregularities involved then :

↳ Direct the nodal medical agencies supervising trial to take suitable measures

↳ Provide the developers whatever assistance is needed

→ Engage with other vaccine developers to help expedite the manufacturing process

→ Convey to the government that vaccine approval will only come

after rigorous scrutiny
→ coordinate with Ministry of External Affairs to get supplies at earliest from foreign manufacturers with diplomatic engagement

→ Communicate to the media through suitable channels of the place ~~of~~ and authenticity of vaccine trials

Reasons for this course of Action

① Hasty clearance of vaccine which is alleged to have irregularities will

↳ endanger right to life of citizens

↳ May undermine people's trust in government

↳ Would dent India's image in scientific community

② This course of action requires

FORTITUDE to withstand the immense pressure however in the long run it would provide most suitable results.

③ This course also ensures objectivity and transparency which are essential in such large scale operations to uphold Indian democracy.

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।

The annual reports of Pratham NGO called ASER point out the dismal standards of outcome

of education despite rapid increase in enrolment.

Moreover the failure of education in bringing social transformation in society is evident with thriving of practices like caste discrimination, communalism, women subjugation etc.

a) Role expected of Education in reforming human behaviour

- ① Education has to infuse spirit of critical thinking
- ② It has to endow capacity to challenge decadent and degrading customs.
- ③ It has to play a role in building social capital amongst the masses
- ④ It has to play a role in nation building by erasing parochial

- tendencies (caste, region, language etc)
- ⑤ It has to infuse empathy and compassion towards weaker section (Eg Gandhi's lessons)
 - ⑥ It has to move beyond theoretical teaching and involve activity based learning (As stated in New Education Policy)
 - ⑦ Education has to act as a vehicle for preservation and diffusion of Indian culture
 - ⑧ It has to ensure that harmonious development of not only mental but also physical capabilities take place (Eg Yoga etc)

b) In the present underwhelming scenario, the government has to take a major share of blame because of indifference in the

first few decades lead to persistence of illiteracy. Moreover the pattern of teaching involved focus on rote learning.

Other stakeholders who should
press for change

Civil Society

- NGOs like Prathan have played a stellar role in highlighting status of learning
- They should coordinate with government for expanding outreach as well as reforming curriculum

Private Sector

- The CSR contributions have been steadily rising in education sector
- The private players can help by providing subsidized education as well as improving infrastructure

Judiciary

Since the right to Education is a fundamental right, courts have to ensure that no one is denied access to Quality education.

Media

Media has played important role in exposing violations of norms
(Eg recent Indian Express investigation of scholarship scam)
It has to continue its role of watchdog and upholders of public interest.

Thus all the stakeholders have to collectively act to ensure educated and New India which will take its rightful place in the world.

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।

Clean air is a fundamental aspect of providing healthy environment and ensuring right to health of citizens.

However the recent hazardous spikes in PM_{2.5} levels (upto 20 times the safety limits) in areas of Delhi highlight failure at multiple levels to ensure clean air

a) Reasons behind violation of

Governmental norms and polluting air

① Cultural aspect

→ Diwali is one of the most important festivals of the year and bursting crackers an integral part

→ Prohibition of crackers ban is seen as infringement of cultural rights

② Economic aspect

→ Farmers of Punjab/Haryana/West UP burn stubble because it is the most economical way of disposal

→ The short sowing time between rice-wheat further demands quick disposal

→ People use polluting vehicles / generators etc because of high transition cost involved in switching to less polluting ones

③ Failure of Institutions

- The government has been unable to comprehensively address the issue of stubble burning and often resorts to blame shifting
- Media has been unable to effectively communicate the hazards of cracker burning
- Judiciary despite passing progressive orders is unable to ensure enforcement

④ Ethical factors

- Declining levels of empathy in the society
- Politicization of every issue
- 'Not in my backyard' syndrome

↳ Measures required

- ① Incentivizing shift away from rice-wheat cycle of the farmers

by the government

- ② ~~Effective~~ Providing access to modern technologies like Happy seeders etc for farmers

For Cracker Ban

- ① Providing green crackers as an alternative
- ② Strict implementation of anti cracker burning laws
- ③ Media and civil society should play a role in awareness generation
- ④ Affective appeals for behavioural change
 - Showing statistics of impact of air pollution on health
 - Social Marketing usage

For polluting industries

- ① Strict implementation of CPCB guidelines
- ② Encourage PPP in bringing non polluting industries
- ③ Tax incentives for less polluting alternatives.

Thus a sustained effort at behavioural and attitudinal change is needed to tackle air pollution.

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?

Social media has revolutionized communication between individuals/entities. It has allowed public authorities to address lakhs of people at click of the button

This however has brought to forefrant numerous issues associated

with its usage by civil servants in particular.

a) Issues involved

- ① Goes against the foundational value of anonymity of civil services
- ② Often social media tends to promote self aggrandisement
- ③ Irresponsible behaviour undermines public trust
- ④ Political views expressed by civil servants puts into question the tenet of neutrality amongst the masses of bureaucracy
- ⑤ It leads to diversion of attention from work and decreases work ethic in some cases
- ⑥ Lack of clarity in the decorum expected of civil servant on

social media

- ⑦ lack of demarcation between views as individual and views as public servants.

↳ Should criticism of government policies be allowed?

Criticism of government policies even though if constructive, should not be allowed on social media because :

- ① Civil servants represent the government criticism may undermine people's faith in the government
- ② It may lead to politicization of bureaucracy
- ③ Civil servants have internal channels of communication to

express grievances

④ It sets a poor precedent and example
for subordinate employees

⑥ How should civil servants
conduct themselves

① Giving politically neutral comment

② Using social media to provide
citizen centric governance

→ Grievance redressal

→ awareness generation

→ Encouraging pro social behaviour

③ ~~✱~~ Strict separation of official
account and personal account

④ Avoiding 'selfie culture' and
 pompous display

⑤ Even in personal capacity, have
to uphold principles of neutrality
and impartiality

- ⑥ Avoiding criticism of governmental policies through social media as long as in service
- ⑦ Setting a positive role model for the society

Civil Services is the vehicle through which government fulfills its social contract. Desirable behaviour in all forums is essential to ensure its effective functioning and upholding public faith.

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 primarily measured in the increase in production of goods and services as compared to previous year. It is relied upon as the principle metric to classify countries as 'developed', 'developing' or 'least developed'.

The sole reliance on GDP growth rate has been a controversial

topic and is hotly contested on multiple grounds.

a) Rationale behind GDP growth being the pillar of economic policies

- ① Objectivity: The growth in GDP is quantifiable and not subjective like other criterias
- ② Increase in wealth: The material wealth is correlated with GDP increase
- ③ Trickle down economics: Belief that faster GDP growth will trickle down to the bottom section via jobs, welfare schemes, increase in per capita income
- ④ Creation of the west: The GDP metric has been championed by the developed countries as they already

have sufficient asymmetry in this aspect.

- ⑤ Living standards: The growth in GDP has after accompanied growth in per capita income (India lifted 271 million people between 2005-11 during high growth period)

NEED TO GO BEYOND GDP

Issues with GDP

- ① Fails to address growing inequality (Oxfam: top 10% hold 73% wealth in India)
- ② Environmental damage: Rampant exploitation of resources leads to degradation of environment
- ③ Human capital ^{expensive} ~~reflect~~: Health and education left purely to market forces makes it beyond

poor man's reach

④ Psycho-Emotional factor: Are ignored in GDP growth. Eg In ultra capitalist countries increasing trends of suicide, addiction, alcoholism due to stress

⑤ Ignorance of social capital: In blind pursuit of GDP growth, especially in far right politics

⑥ Ends over means is being followed

Components that need to be measured

① Inclusiveness of growth to determine whether all sections benefitting from growth

② Natural capital accounting

③ The level of social trust amongst the people Eg Happiness Index formulated by Bhutan

④ Whether growth is abiding by democratic principles (Eg China growth miracle premised on suppressing personal liberty)

⑤ Human capital

↳ Outcome of learning
↳ levels of IMR, MMR, years of life

⑥ Societal harmony

↳ Incidences of riots, ethnic conflict

Thus a growth has to move beyond quantitative aspects to include qualitative aspects.

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 बांछनीय क्यों माना जाता है?

(b) भारत में समुदायों को वांछित व्यवहार का पालन करने में मदद कर रहे विभिन्न हितधारकों की क्या भूमिका रही है?

(c) विशेष रूप से चिंता और अनिश्चितताओं के ऐसे वातावरण में, व्यवहार में परिवर्तन लाने से संबंधित चुनौतियों की विवेचना कीजिए।

Covid pandemic has brought to focus on all aspects of societies. Even the behavioural aspects which traditionally were slow changing are witnessing sudden and drastic changes.

u) Behavioural change desirable in India during pandemic like Covid

① Indian society is of cooperative nature as ~~compared~~ compared to individualistic nature of west

- ↳ Frequent meeting with relatives
- ↳ Festivals like Diwali/Holi which involve meeting of large groups
- ↳ Dense family structures eg Joint family

② 17% of urban population is living in slums $\Rightarrow$ high risk of contagion spread thus needs to maintain social distance

③ lower awareness levels of impact of disease and transmission pattern

④ Police ratio of only 137 / lakh thus cant check violation at every

Place $\Rightarrow$ Need for self restraint
⑤ Civilizational history of cleanliness
(Eg Gandhi) thus need to remind
of traditions

Roles of Different Stakeholders

Government

- $\rightarrow$ MHA bringing out guidelines of activities permitted/restricted
- $\rightarrow$ State police actively checking violations (Eg not wearing masks)
- $\rightarrow$ Governmental ads showing the SOP to be followed
- $\rightarrow$ PM driven campaign

Media

- $\rightarrow$ Showing the accepted practices to help avoid covid
- $\rightarrow$ Panel discussions with experts
- $\rightarrow$ Highlighting cases of mass

violations of quarantine

Civil Society

- Helping generate awareness
- Engaging with ASHAs at local level for containing the spread
- Facilitating access to mask

Companies

- Enforcing work from home for several months
- Thermal screening of all employees

c) Challenges in bringing behavioural Changes

① Misinformation: Via whatsapp, media (in some cases) regarding efficacy of masks etc

② Sustained home quarantine is

leading to restlessness and subregot
violation

③ Desensitization to corona due
to prolonged time span of crisis

④ lack of access to sanitation in
slums / backward areas

⑤