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GENERAL STUDIES (TEST CODE : 1525)

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Medium Hindi/Eng.	ENGLISH	Registration Number	708164
Center	ONLINE	Date	22/12/2020

INDEX TABLE			INSTRUCTIONS
Q. No.	Maximum Marks	Marks Obtained	<p>1. Do furnish the appropriate details in the answer sheet (viz. Name, Registration Number and Test Code). उत्तर पुस्तिका में सूचनाएं भरना आवश्यक है (नाम, प्रश्न-पत्र कोड, विद्यार्थी क्रमांक आदि)।</p> <p>2. There are FOURTEEN questions printed in ENGLISH & HINDI इसमें चौदह प्रश्न हैं अंग्रेजी और हिन्दी में छपे हैं।</p> <p>3. All questions are compulsory. सभी प्रश्न अनिवार्य हैं।</p> <p>4. The number of marks carried by a question/part is indicated against it. प्रत्येक प्रश्न/भाग के अंक उसके सामने दिए गए हैं।</p> <p>5. Answers must be written in the medium authorized in the Admission Certificate, which must be stated clearly on the cover of this Question-Cum-Answer (QCA) Booklet in the space provided. No marks will be given for answers written in medium other than the authorized one. प्रश्नों के उत्तर उसी माध्यम में लिखे जाने चाहिए जिसका उल्लेख आपके प्रवेश पत्र में किया गया है और उस माध्यम का स्पष्ट उल्लेख प्रश्न-सह-उत्तर (क्यूसीए) पुस्तिका के मुख्य पृष्ठ पर अंकित निर्दिष्ट स्थान पर किया जाना चाहिए। उल्लिखित माध्यम के अतिरिक्त अन्य किसी माध्यम में लिए गए उत्तर पर कोई अंक नहीं मिलेंगे।</p> <p>6. Word limit in questions, if specified, should be adhered to. प्रश्नों में शब्द सीमा, जहाँ विनिर्दिष्ट है, का अनुसरण किया जाना चाहिए।</p> <p>7. Any page or portion of the page left blank in the Question-Cum-Answer Booklet must be clearly struck off. उत्तर पुस्तिका में खाली छोड़ा हुआ पृष्ठ या उसके अंश को स्पष्ट रूप से काटा जाना चाहिए।</p>
1(a)	10		
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Total Marks Obtained:			
Remarks:			
Signature of Examiner			

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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।

Administration discretion refers to the extent of independent decision-making power provided at various levels in an organisation.

Blessing

- 1) Reduces delays in decisions
e.g. Discretionary funds at district level can be used in quick response to emergencies.
- 2) Allows response to local specific needs creatively.
e.g. Power given to panchayats in Kerala during COVID produced innovative ways of distributing food.
- 3) Makes administration efficient

by cutting down unnecessary red tape.

Curse

- 1) Greater gaps in accountability.
Second ARC defined corruption as combination of discretion and decision-making.

e.g. Opaque discretionary system of coal block allocation led to coal scam.

- 2) Possibility of unfair treatment, marginalisation.

e.g. Women are paid less than men in unregulated industries

- 3) Can lead to lapses in individual judgement.

Thus discretion can have positive or negative impacts depending on use.

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?

The Santham Committee report in 1964 stated that corruption only occurs if there is someone to pay a bribe and accept a bribe, highlighting the role of the public.

Acceptance of corruption

1. Corruption seen to "grease the wheels of administration" in minor issues (second ARC)

e.g. paying bribe for drivers' license speeds up process

2. Legacy of British rule when civil service was hostile to public.

3. Command-and-control structures with government as a provider

and people as beneficiaries, rather than a customer-facilitator relationship, makes people resigned to corruption.

Shift to rejection

1. Widespread anti-corruption campaigns (such as Lokpal Andolan) must be sustained over time.
2. Exemplary penalties even in small matters to deter minor bribes.
3. Rewards to honest officials and citizens who expose malpractices.
4. Culture of "zero tolerance"

Thus anti-corruption is also a process of social and behavioural change. "A law is only as good as the people it serves"

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

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

Ethics and business are often seen as contradictory, with business being seen as guided by principles of only profit.

• However, as shown in Gandhi's concept of 7 sins - "Commerce without morality", ethical principles are necessary for businesses.

i) Shortcuts and bribes lead to fiscal imprudences, bringing company finances into collapse.
e.g. Adarsh housing scam led to business collapse after being exposed.

2) Vast corporate structure creates possibility of corrupt practices being discovered, leading to judicial action.

3) Ethical practices create public popularity for companies, necessary to sustain it through market cycles and against competition.

e.g. Amul flourishes even with foreign brands entering the market.

4) Unethical practices lead to bad decision-making and poor choices to hide corruption, ending in collapse.

Examples like ~~Wipro~~ Sahara and Kingfisher show the danger of unethical practices for long term survival.

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

किमी 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।

Dr Rajendra Prasad said that a Constitution is only as effective as the people it governs. This highlights the role of individuals in upholding law in society.

Laws for ethical behaviour

1) Anti-discrimination laws cannot regulate every aspect of private life — e.g. casteism is prevalent in hidden form in society. It can be rooted out only by internal changes of conscience.

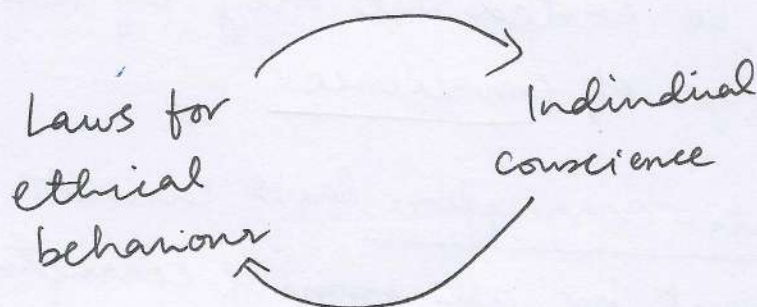
2) Anti-corruption laws cannot account for all forms of corruption existing in practice.

3) laws like anti-dowry law are bypassed by representing dowry as "gifts".

• Thus society is the ultimate guardian of ethical behaviour, accomplishing what law cannot.

• The practice of untouchability is going down not just due to law, but because of increasing awareness.

• Individual conscience can also lead to laws, such as Lokpal Act.



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 quote shows the importance of participation and involvement of citizens in public life.

i) Expressing views is important not just for the full development of individuals, but also for the wellbeing of society and progress.

E.g. reporting a case of domestic abuse in one's locality, ~~the~~ helping the victim.

E.g. Reformers like Ishwar Chandra Vidyasagar spoke up for girls' education when society was silent.

2) Speaking up is important even on issues that do not affect oneself directly - this is the basis of civil society.

e.g. Plight of migrant workers may have been avoided if their concerns had been raised at an early stage.

3) Being silent against smaller issues creates culture of acceptance giving rise to larger problems.

e.g. Discrimination against girls at home and violence in society are interlinked.

Thus silence on issues that matter is harmful to both individuals and societies.

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

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

Kant's quote highlights the importance of thought and conscience in ethics, drawing a distinction between law and ethics.

Law

- Enforced by state
- Violation results in punishment
- Objective and universally applicable

Ethics

- Enforced by self and society
- Violation may go unpunished
- Subjective and specific

• While law cannot regulate a person's thoughts, ethical judgement may be made based on one's thoughts.

- A person who has thoughts about violating others' rights may refrain from doing so only out of fear of law. This makes them lawful, but unethical.
- In Kant's moral framework, human dignity is inviolable. Thoughts of violating others' rights go against this principle.
- Gandhiji's concept of violence in thoughts, hatred and jealousy as forms of violence is also an expression of the same belief. Thus to be ethical one must control not just our ~~thoughts~~ actions, but also one's thoughts.

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 refers to a person's understanding of and manner of dealing with social relations, norms, conventions and roles. It may be reflected as tact.

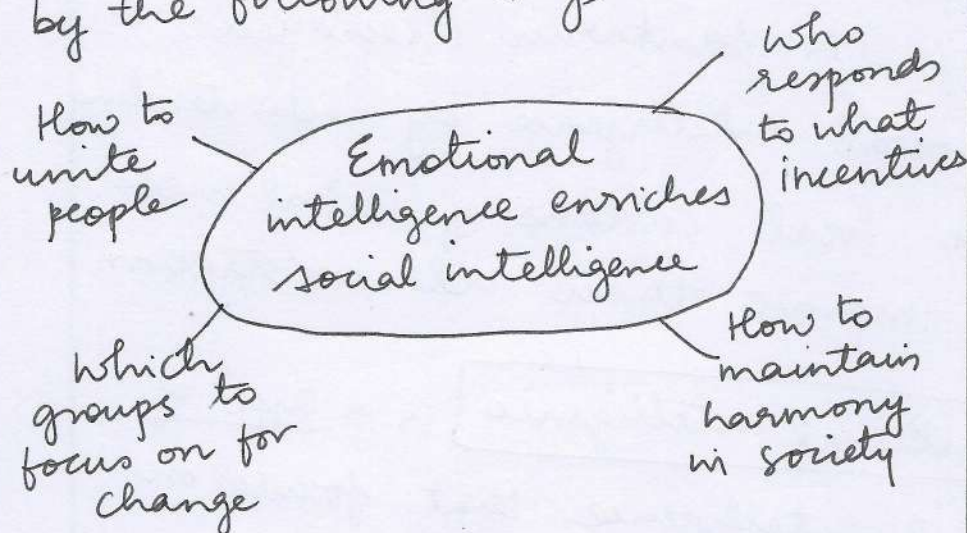
e.g. S.R. Sankaran displayed social intelligence by understanding the local customs of tribal areas to improve their administration.

Emotional intelligence is a type of social intelligence that focuses on the emotions experienced by oneself and others, and the ways to harness these to achieve

desired goals.

- Social intelligence is incomplete without emotional intelligence, because social intelligence studies society, which is made of emotion-laden individuals.

- Emotional intelligence enriches understanding of societal dynamics by the following ways



Both are essential qualities for administrators especially in their developmental role.

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।

The code of conduct is a set of guidelines that seek to enforce proper behaviour in an organisation, while a code of ethics lays down core ethical values and standards of the organisation.

Code of conduct

- 1) Guidelines for specific situations
- 2) Does not usually call for judgement
- 3) Constrained as not all situations can be predicted

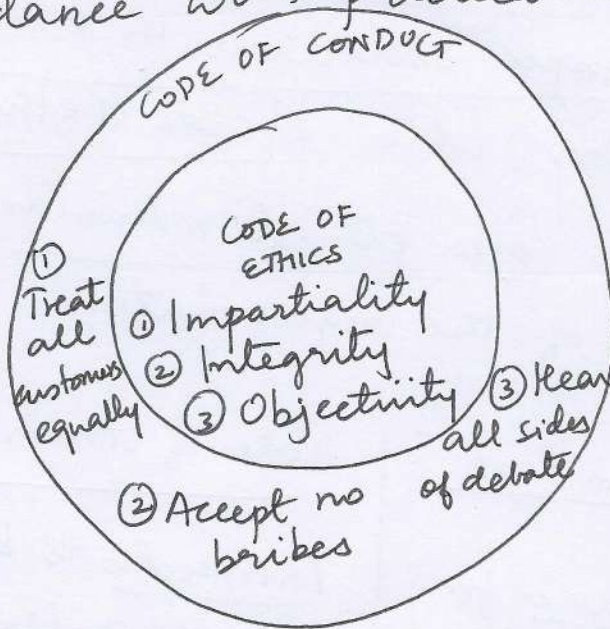
Code of ethics

Principles to be broadly followed in making decisions

Enables individuals to make judgement

Constrained by vagueness and generality.

Thus, once a code of ethics has laid down a foundation for values, a code of conduct can structure those values in accordance with practical necessities



The second ARC calls for both in every government organisation, with broader code of ethics at top levels and specific codes of conduct at lower levels.

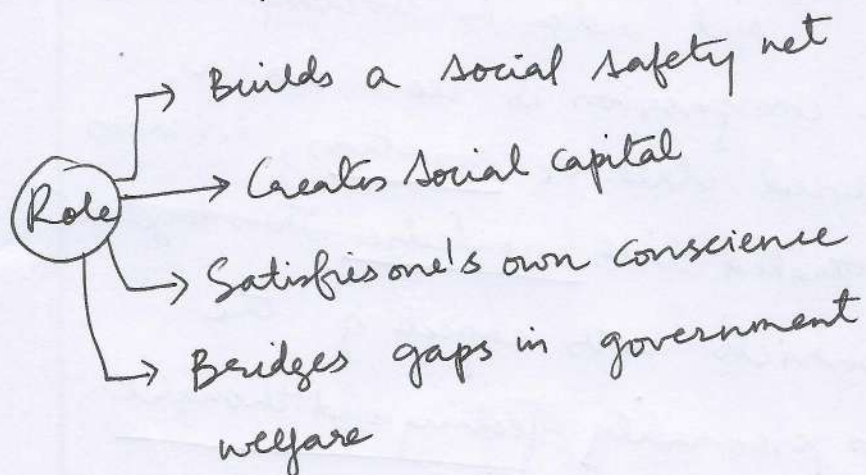
5. (a) According to Buddhism, for a man to be perfect there are two qualities that he should develop equally: compassion (karuna) on one side, and wisdom (panna) on the other. Analyse. (150 words) 10

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 and wisdom, as reflected in the above quote, are important human values.

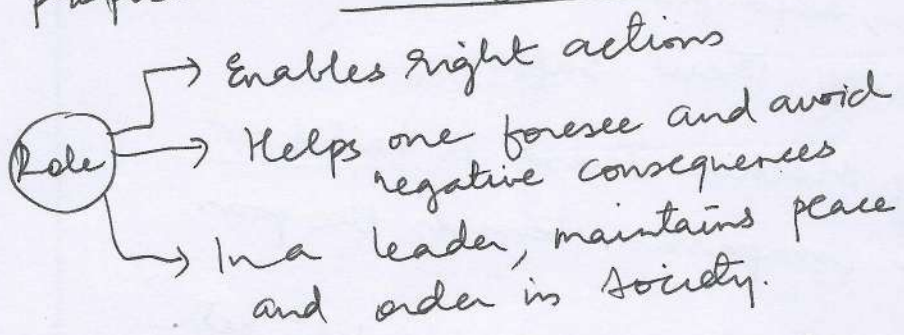
Compassion refers to a strong feeling of sympathy towards the struggle of others, accompanied by a desire to alleviate their suffering.

e.g. Mother Teresa is hailed for her compassion towards the poor.



Wisdom refers to a thorough understanding of causes and consequences of actions, guided by ethical principles, which helps one make proper decisions. Thus it goes beyond information and knowledge.

e.g. The Buddha himself is known for his wisdom, leading him to propose the Madhyama marga.



While compassion is seen as a heightened state of emotion, wisdom is associated with knowledge. Thus together they enrich both aspects of the human personality - feeling and thought.

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, as a scientist, teacher, institution-builder and President, was a role model, particularly for public servants.

- 1) Humility, as expressed in his lifestyle of simplicity.
- 2) Dedication to service, as seen in his lifelong commitment to work.
- 3) Responsibility - taking the initiative for various scientific programmes at national level
- 4) Simplicity of expression, seen in his speeches and books

- 5) Tireless work ethic, continuing to serve society until his death even after retirement
- 6) Positive engagement with public, seeking to inspire—especially the youth.
- 7) Grounded nature, defining himself foremost as a teacher even after being President.

These qualities are valuable for public servants to imbibe from the "people's President".

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।

The citizens' charter is a document that enforces accountability of government agencies to the public. The movement started in the UK in the 1990s.

Essential Information

- 1) Vision and mission of organisation
- 2) Framework of roles and responsibilities
- 3) Grievance redressal mechanism
- 4) Expectations from citizens
- 5) Principles being followed
- 6) Service standards for evaluation

7) Information about leadership of organisation

Measures for successful implementation

- 1) Involve end users - staff who implement it and citizens - in framing.
- 2) Periodic review and updation
- 3) Translation in local languages
- 4) Performance evaluation against standards set
- 5) Accompany it with internal changes in structure.

Recently the movement has gained renewed focus after the emphasis on citizen's charter for direct taxes.

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 question of refugees challenges the traditional notion of state responsibility and sovereignty.

Arguments for international responsibility

- 1) Existence of human rights as enshrined in UDHR shows that some rights must be protected irrespective of citizenship.

e.g. principle of non-refoulement → refugees cannot be sent back if there is threat to life.

- 2) International community can take collective responsibility

e.g. Creation of UN High Commissioner

for Refugees (UNHCR).

Arguments against

- 1) Problems in settling into new country.
e.g. social tensions in France, Germany etc.
- 2) Burden excessively on bordering countries
e.g. Greece as entry from West Asia to Europe
- 3) Imperative of prioritising own citizens.

The imperative of humanitarian principles cannot be ignored.

Human rights, which emerged from natural rights theories of Locke and Rousseau, can be

protected if the international community takes on responsibility equitably and in view of individual capacities

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 structures of excessive bureaucratisation, marked by large number of rules, complex procedures, and repetitive actions.

Contradiction with citizen centrality

- 1) Takes up time of citizens
- 2) Built based on adversarial model of bureaucracy lacking trust in the citizen.
- 3) Engenders corruption by creating scope for opaque decision-making.
- 4) Affects poor and marginalised disproportionately as they lack free time and resources to navigate it.

(e.g. In Delhi opening up an "eating house" establishment for police requires over 40 different licenses.)

5) Encourages secrecy, going against core principle of transparency in citizen-centric governance.

In recent years, there has been a push to reduce red-tapism and move towards good governance marked by flatter structures, transparent decisions and simple procedures.

The Second ARC recommended downsizing of procedures and rationalisation of permits to reduce 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)

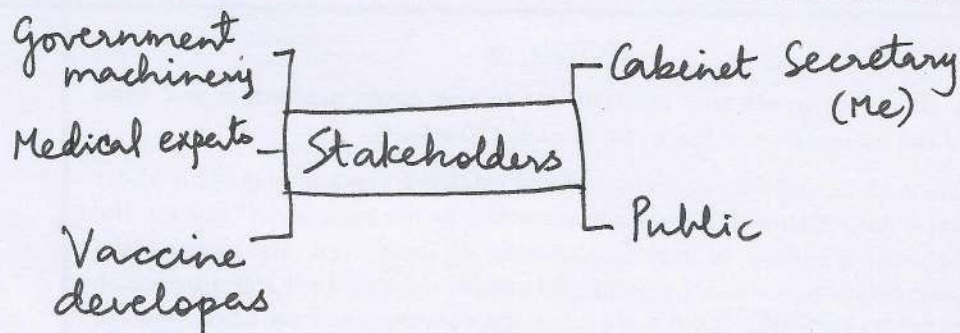
कोविड के प्रकोप के कारण मृत्यु की बढ़ती संख्या को देखते हुए सरकार, जनता को कुछ वैक्सीन उपलब्ध कराने को लेकर अत्यधिक दबाव में है। आप भारत सरकार के मंत्रिमंडल सचिव हैं। आप देश में कोविड प्रकोप का सामना करने के लिए वैक्सीन का विकास और वितरण की प्रक्रिया का निरीक्षण करने वाली समिति का नेतृत्व कर रहे हैं।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

The above scenario represents a tradeoff between speed and safety with large-scale public welfare and health at stake.



(A) Critical Issues

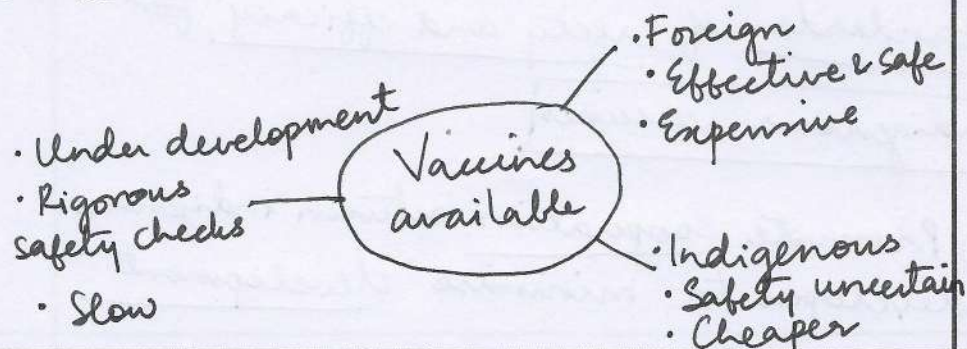
- 1) Vaccine must be procured to stem the loss of life and economic impact of COVID.
- 2) Safety must be ensured — the cure should not be worse than the disease.
- 3) Expense to public exchequer must be kept at minimum, given existing strains on finances.
- 4) Distribution of vaccine, when available, must be fair and based on objective criteria

- 5) Genuine expert opinion must be taken into consideration
- 6) Influence of pharmaceutical lobbies must be avoided
- 7) Public order must be maintained without giving rise to fears and rumours.

Key dilemmas

- ① Safety v. Speed
- ② Expense v. Need
- ③ Innovation in procedure v. Methodological rigour

(B) Course of Action



Course of Action

- 1) Put together Group of Secretaries to estimate highest-priority vaccine recipients and their number.
- 2) Explore possibilities of bilateral, multilateral agreements with countries to procure foreign vaccines in a limited number for most high-risk persons after approval by Indian medical experts.

Reason: Safety of healthcare professionals, police etc. is of highest priority to stop breakdown of order

- 3) Consult with medical experts to develop minimum acceptable standards of safety and efficacy for indigenous vaccines
- 4) Promote cooperation between indigenous developers to minimise development

and testing time.

5) Use social media to give regular updates on various trials to public to keep public cynicism and chaos at bay.

Reasons. For lower risk populations waiting for safe indigenous vaccines would be a better strategy.

6) Start work to develop distribution policy keeping up values of fairness, equality, efficiency with special care against ~~discrimination~~ discrimination

Reason. A strategy for distribution should be ready by the time a vaccine is ready.

The unprecedented COVID-19 situation calls for innovative procedures keeping up core ethical values.

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 में 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 कुदृष्ट 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 right to education is a fundamental right in India under Article 21A, reinforced by the RTE Act, 2009.

(A) Role of education

1) Educational institutions, through the process of socialisation, inculcate core values of society

E.g. Children learn to share food, play together with other children from different backgrounds → cooperation
→ tolerance
→ respect

2) Education provides role models for children to imbibe values through modelling - both through the curriculum and through teachers and faculty.

E.g. lessons about life of Gandhiji, Buddha, Ashoka are taught.

3) Education reforms human behaviour by curbing negative attitudes such as selfishness, stubbornness, apathy.

E.g. Teamwork is encouraged in class projects.

4) Education lays down habits of learning and intellectual curiosity that are necessary even in adult life.

(B) Responsibility & Stakeholders

While the government has a constitutional obligation to promote education, other stakeholders are equally important.

Parents:

- (a) Attention should be paid even to early childhood education (Art. 45)
- (b) Poverty should not become a reason to keep children out of school, especially girls.
- (c) Application of learning should be encouraged at home at least at primary level.

Teachers

- (a) Attention must be paid to individual children to ensure no child is left behind.
- (b) Lesson plan should encourage practical application to go beyond "floor level" learning.
- (c) Should be organised to sustain demand for better pay and benefits, so that best talent is attracted.

School management

- (a) Facilities such as sports, extra-curriculars, libraries etc.
- (b) Monitoring of quality through feedback from parents and students.
- (c) Give autonomy to staff to innovate as needed.
- (d) Bridge between parents and teachers.

Civil Society

- (a) Performance of government on education must become an electoral factor.
- (b) Organisations to advocate for right to education and monitor learning levels, such as Pratham foundation.

Private sector

- (a) Linkages of industry with higher education institutions
- (b) Participation in government schemes for apprenticeship, internship etc.

The new National Education Policy represents a major shift in the government's approach to education and holds promise for the future of India's young democracy.

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 उदामीन 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।

Environmental degradation is a prime example of an issue where government efforts must be accompanied by fundamental behavioural shifts on the part of citizens.

laws need public acceptance of objectives and participation to be effective

(A) Reasons behind continuing violations

Structural reasons

- 1) "Tragedy of commons" — Since responsibility for air pollution cannot be placed on specific individuals, people feel no accountability.
- 2) Delayed impact of polluting activities reduces sense of urgency.

Social reasons

- 3) "Why me" factor — others are seen to be continuing polluting activities, reducing motivation of oneself.
- 4) Symbolic and cultural value of polluting activities like firecrackers.

- 5) Big vehicles, loud events as a
sign of social status.

Political reasons

- 6) Perception that other groups are
not being asked to contribute
equally.

- 7) Lack of electoral importance
to environment issues (as in
Europe) due to predominance of
developmental goals and appeals
to religion, caste etc.

Economic reasons

- 8) Avoiding higher costs of eco-
friendly alternatives - e.g. green
crackers, farm residue harvester.
- 9) Lack of awareness and information
due to poverty.

(B) Measures to nudge people

1) Social modelling - adoption of eco-friendly measures by celebrities and leaders.

E.g. endorsement of green crackers

2) Reward mechanism - using social media to recognise efforts of ordinary people.

3) Increased awareness and education about air pollution through innovative measures

e.g. Comparing air quality to number of cigarettes smoked

4) Appealing to pride in local environment and assets at risk.

e.g. "Save Taj Mahal", "Green Delhi" campaigns

5) Building sense of ownership
among people by encouraging local
community organisations to undertake
small-scale projects with distinct
goals

E.g. Campaign for energy savings
in apartment associations.

6) Promoting healthy competition
between communities.

E.g. Swachh Bharat rankings

7) Transparent and regular information
sharing on accomplishments to keep
up motivation. e.g. Delta rankings model
of NITI Aayog

Thus an understanding of mass
psychology will go a long way
in promoting nudge behavioural
changes.

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?

In times of social media and unprecedented public reach, civil servants have become public figures, going beyond the traditional Weberian values of anonymity and low profile.

(A) Issues involved

- 1) Large size of following places
responsibility on civil servant
- 2) Line between personal views and
views as a part of government
is difficult to maintain.
- 3) On highly politicised issues,
might lead to lowering of
public trust due to perception
of biasedness.
- 4) Legitimacy of civil services is
based on non-ideological functioning
enabling continuity in administration
even as elected governments change.
- 5) Might lead to victimisation of
civil servants by political authorities.

6) Civil servants are citizens and are thus entitled to freedom of speech under Article 19, subject to equal restrictions as others.

7) Freedom of expression is necessary for public debate and development of sound views.

(B) Criticism of government policy

Pros

1. Right to F.O.E. of civil servants

2. Educates and informs public opinion.

3. Civil servants are generally well-informed and educated

Cons

• Incompatible with duty of civil servants to implement policy.

• May reduce public trust among supporters of policy.

• Lack public legitimacy Unlike elected representatives

A fine balance must be found between the extremes -

- Civil servants may have right to express disagreement on core values and ethical standards.
- Discretion must be exercised to avoid criticism on minor issues of implementation.
- As the alternative of resignation leads to loss of talent, space may be provided for dissent on issues not directly related to their own duties.
- In the long term, avenues should be improved for internal procedures so that social media platforms are not needed to express criticism.

(c) Conduct on Social media

1. As role models - standards of conduct in work such as integrity, accountability, empathy must be maintained even on social media.
2. As responsible citizens - veracity and merits of information shared must be ensured.
3. Balance between positive news, and negative stories highlighting improvements needed.
4. Civility and decorum be maintained.

While conduct rules can account for above changes, conscience of civil servants is the ultimate guarantor.

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।

(A)

GDP growth as pillar of economic policy

Emerged in advanced industrial countries through classical economics theories in 17th-18th centuries, when focus of government was not on equitable growth and Civil liberties were not widespread. This was further solidified by wars and

economic destruction.

In the past few decades:

1) Capitalist model of economy became predominant, equating flourishing economy with flourishing society.

Logic :

High growth → High profits
↓
High disposable income
← Good quality of life

2) Inadequate attention was paid to distribution of generated wealths, focusing only on generation.

3) Newly independent developing countries had no alternative but to focus on rapid GDP growth.

to achieve self-reliance and
avoid economic collapse.

(B) Need to go beyond GDP growth

1) Economists such as Amartya Sen
and Mahbub al Haq brought in
the concept of human development.

2) Example of India, with economic
growth far ahead of developed
countries, but poor rankings on
indicators of education, health,
livelihood security etc.

3) Vast inequities in distribution
of wealth - e.g. Top 1% population
in India owns 42% of wealth
(Oxfam report)

4) Phenomena of jobless growth → masked unemployment and lack of skilled workforce to sustain high economic growth in future.

Components to complement GDP growth

- 1) Health of population, with focus on non-communicable diseases (67% of disease burden)
- 2) Increasing educational outcomes, especially GER in higher education (less than 50%).
- 3) Proportion of skilled workforce presently very low (under 3%).
- 4) Employability of workforce.

- 5) labour force participation rate,
particularly female LFPR
- 6) Provision of housing, electricity,
fuel supply
- 7) Environmental indicators like
air quality, land degradation,
forest cover etc.
- 8) Achievements on sanitation,
cleanliness etc.

The model provided by the
Sustainable Development Goals
and the Oxford Multi Dimensional
Poverty Index can be taken as
guidelines to create a new
framework for growth assessment.

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 लागू 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?

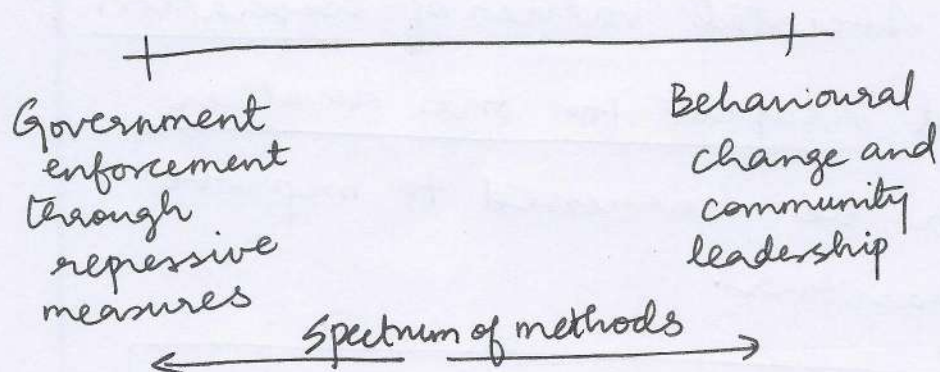
(b) भारत में समुदायों को वांछित व्यवहार का पालन करने में मदद कर रहे विभिन्न हितधारकों की क्या भूमिका रही है?

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

Covid-19 represents not just a sudden shift in patterns of society and economy, but a permanent transition needing behavioural change.

(A)

Desirability of behavioural change
in India



1. Large population size and diverse socio-economic conditions mean that measures cannot be enforced everywhere through strict government control in all areas
2. Administration is overworked and resources limited, making public initiative necessary.
3. Behavioural change reduces costs of enforcement, making fiscal

space for other developmental activities

4. Societal values of Cooperation and respect for one another can be harnessed to improve behaviour.

(B) Role of different stakeholders

1. Public figures and celebrities have set examples of mask usage, social distancing etc. through social media.

2. Government has been releasing advisories and informational updates in local languages and innovative formats.

3. Religious leaders have appealed to adapt rituals to new norms and avoid large gatherings.
4. Campaigns by top leadership such as #ThaliBajao and #9PM9minutes have kept up public motivation.
5. Civil society organisations, NGOs have raised awareness.
6. Private sector has popularised through advertisement resources.

(c)

Challenges

1. Environment of anxiety and uncertainty brings down social capital by creating mistrust (seen in incidents of discrimination against doctors, hoarding supplies).

This makes spread of behavioural change difficult.

2. People tend to resist change when they feel helpless

3. Social, community divides distract from goals at hand, politicising basic issues.

4. Non-adherence by few members has domino effect.

5. Some cultural practices are deep rooted in social structure
e.g. large wedding gatherings.

6. Misinformation creates fear or complacency.

e.g. Rumours of herbal cures

Thus behavioural change needs
sustained efforts addressing gaps
in the social structure.