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GENERAL STUDIES (TEST CODE : 1525)

Name of Candidate	DIVYANSHU NIGAM		
Medium Hindi/Eng.	English	Registration Number	189582
Center	LUCKNOW	Date	13/12/2020

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

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)।
2. There are **FOURTEEN** questions printed in **ENGLISH & HINDI**
   इसमें चौदह प्रश्न हैं अंग्रेजी और हिन्दी में छपे हैं।
3. **All questions are compulsory.**
   सभी प्रश्न अनिवार्य हैं।
4. The number of marks carried by a question/part is indicated against it.
   प्रत्येक प्रश्न/भाग के अंक उसके सामने दिए गए हैं।
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 that 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।
6. Word limit in questions, if specified, should be adhered to.
   प्रश्नों में शब्द सीमा, जहाँ विनिर्दिष्ट है, का अनुसरण किया जाना चाहिए।
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।

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[2:59]

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

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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।

Administrative discretion means freedom of the officer to deal with the issue in whatever manner she would like due to absence of rules / guidelines. eg. whom to provide vaccine at district level first.

Blessing
- → Can live upto true spirit of law than its letter – eg provide ration even when Aadhar Biometric linkage is NOT there.
- → Being proactive to think out of the box while investigating a case – to get results.
- → Utilising the public fund to create meaningful investment than mere populist eg. hospital

As curse

- Not allowing the spirit of law to manifest eg. delaying any permit due to rudimentary paperwork mistakes etc
- Delaying the release of funds citing any minor excuse or procedural issue for public work
- Harassing a junior who has not obliged to your wishes eg SP to Constable
- Harassing public – fake police cases and repeated calling to police station

It is for this reason under Minimum Government Maximum Governance (MGMG) maxim and Digital Governence – the level of discretion has been minimized but it still remains to an extent

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

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

Corruption has over the decades intruded into the psyche of common Indian that he has accepted it as a way of life and an important part of the regular experience.

eg. to get Driver License, additional amount to middlemen is an "accepted" procedure now by almost all.

ACCEPTANCE → REJECTION

- Bringing a strict Anti corruption Law and convict people to send a strict message of intolerance towards corruption.

- Bring about transformational changes into the working of government offices by using technology and reducing human interaction & discretion
- Glorifying the ethical conduct of officers and promote them to send a positive attitude message.
- Officers should themselves come out with Citizen Charter and adhering to it in true spirits.

With the recent push towards digital governance, a severe dent has been made to corruption, but still a lot of work has to be done.

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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।

"Business without Ethics is a Social Sin" - Gandhiji

Ethical Business means when the true objective of business is not to just maximise profits at any costs but also to do the business ethically and following the rules.

Without Ethics, a business may earn quick profits in short-term, but in long term - it loses out friends, loses out its brand respect and value, bring about poor & unethical work culture, which

one day can even hollow the business from funds., conduct illegal actions.

we have seen the examples of Satyam Computers, Kingfisher, Sahara Group, Nirav Modi Diamonds, who achieved massive success but eventually failed due to their unethical conduct.

While companies like TATA Group, Microsoft, Google, Infosys have always maintained highest ~~est~~ std. of ethical Business conduct and ~~b~~ made their tall Business profits & Brand Image for decades.

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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 क़ानून केवल तभी सफल होता है जब इसे समाज के लोगों के अंतःकरण द्वारा समर्थन प्राप्त हो। चर्चा कीजिए।

"Law is the command of the sovereign, backed by sanction" – Austin, while Consciousness is the inner calling of an Individual that act as a moral compass to guide one's conduct.

When Laws are without human and public ~~consious~~ Conscience –

* Create Moral & Ethical Dilemma
  eg. Law forbid abortion but Doctor's conscience allows.
* Create confusion about identity
  eg. Law criminalises gay sex, but conscience allow

* Make people commit minor crime on purpose.

eg. suddenly law prohibit liquor but conscience over decades allows

* And when this conflict happens, generally the conscience wins and then the purpose of law fails in the society

Only when laws like Prohibition of Child Marriage Act 2006, or IPC which go along conscience of society, they succeed in the practice.

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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

Martin Luther King Jr. was a social activist who spent his whole life towards the cause of Black peoples' right in USA and thus he says that when we tend to ignore the wrong doings in the society and become a silent spectator, we essentially become socially dead.

He says that we must gather enough courage to call out oppression and social evils. For example, Raja Ram Mohan Roy called out the evil practice

of Sati in society and eventually got it criminalised.

In recent times, the entire #MeToo movement is based on this principle. Women came out after years with courage to raise their voices about the abusive nature of men and society.

In our daily life we may come across wrong doings like abusing animals, domestic violence in neighbour home - so we must not remain silent, as our silence, in a way, promote the wrong-doer - rather we must rise our voice and object - to remain ALIVE!

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 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। इमैनुअल कांट

"Where Laws end, Ethics Begin".

Laws require proof, evidences and witness to hold someone guilty. It is due to lack of these that many a times many criminals are declared innocent "due to lack of evidence".

Here Kant necessarily highlights this — till the time a crime is NOT done and NOT proven to be done, Law cannot punish anyone under the maxim of "Innocent until proven guilty".

But, he says, in the realm of Ethics, even a mere thought of wrong doing ~~making~~ makes you guilty.

eg.

* When a person abuses a woman sexually and evidences prove his guilt – he is declared guilty under law

But even when a man THINKS of abusing a woman, even before he actually abuses her, he is a guilty in court of Ethics.

* Even a thought of doing a fraud on public fund makes an officer guilty, even when he doesn't actually do so.

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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।

(SI)

Social Intelligence means how a person aware about his surrounding, society and how he uses his knowledge to guide his conduct with respect to surrounding.

eg. your conduct in front of your mother is not the same that in front of your school principal.

[Social Intelligence ⇄ Emotional Intelligence.]

(EI)

Emotional Intelligence will allow you to understand the emotions, vibe and atmosphere of the society you're in.

for example, while standing in a the Kumbh mela as administrator, sensing the religious mood of society, you should not start to criticise the concept of GOD and why atheist are better. Thats just foolish of your conduct.

EI will allow you to understand the emotional level / qualities of your team and thus will aid your SI to deploy the junior policeman to different areas as per his emotional level. eg. not sending a deeply emotional policeman to handle a communal clash or not sending a emotionless person to a place where an Earthquake took many lives.

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 the set of written codes which should act as the driver of your conduct at professional/organisational level to do justice to your work. Violation of Code of Conduct (COC) can lead to penal ~~provis~~ action.

Coming from the same Aristotlian Virtue Ethics, code of conduct (COE) is an abstract guideline to guide your ethical conduct to do justice to your work.

COC does produce a formal structure to the organized values

but these values themselves are based on the foundation of COE.

eg Public service is the value of an organisation – then COE ensures that the officer remain honest and compassionate towards his duty while COC will ensure that officer will ensure service delivery in stipulated time.

Thus COE form the underlying value and intent of the organisation while COC provides the procedural work to ensure that → eg. COC is the letter of law
COE is the spirit of law.

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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 is the virtue of being empathetic and considerated of other's worries and problems and trying to help them in whatever way possible.

Wisdom on other hand ~~says~~ means the judgement of right and wrong about a decision or person or situation.

Buddhism rightfully establish presence of both of these virtues for complete perfection of a man.

* While compassion will allow you to help a person, wisdom will provide you the manner to do so.

eg. A compassionate officer wants to help a orphan kid, his wisdom will help him to look out for some public fund for social work or find some opportunity for the kid.

* Compassion forms the [intent] to be helpful and worried, wisdom provide you the [competence] to make some change.

- Compassion - wisdom = only being sorry for someone's plight
- Wisdom - compassion = won't be able to understand someone's plight

Thus right balance of both is required.

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

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

Dr. APJ Kalam was a visionary scientist, humanist and former President whose values and virtues continue to inspire generation of civil servants to come.

APJ KALAM Virtues for civil servant

- Reduction of class divide and strive towards egalitarian society
- Think about standing up for the world by bold decisions and courage
- Focus on development in economic and social sphere. PURA model
- Having Global vision and local values
- Being Honest and true to nation's interest

Kalam's ideas about Healthcare for all, Quality Education of masses and a peaceful yet powerful society and nation will continue to inspire us all.

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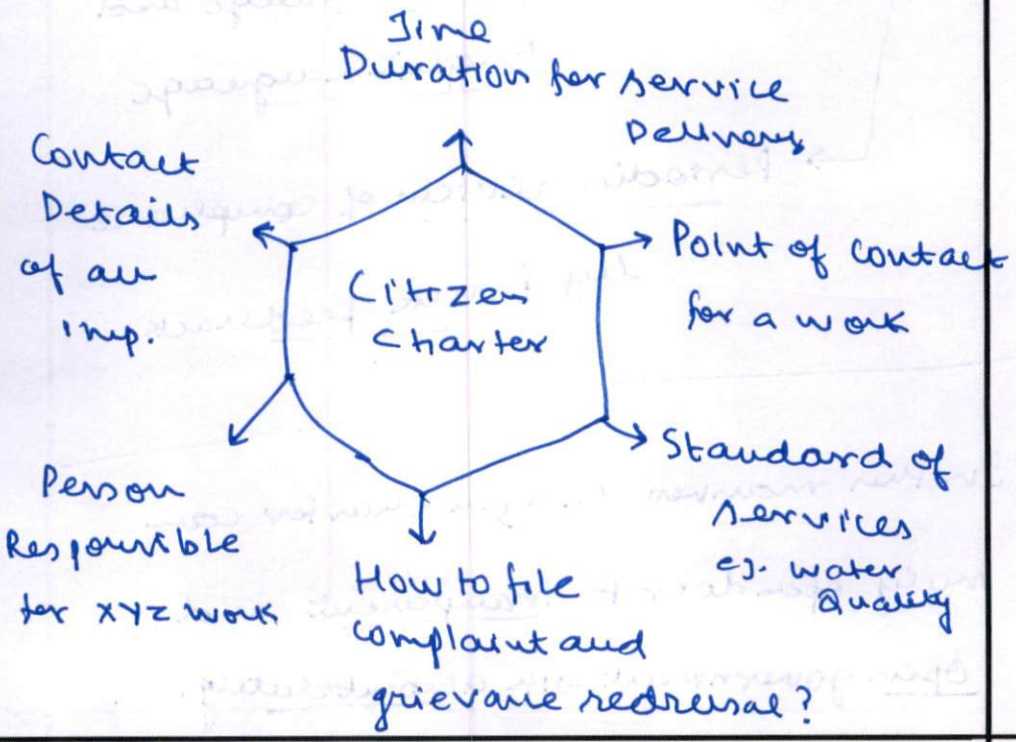
6. Identify which essential information should be made available to the public via Citizen's Charter? Also, suggest some steps for successful implementation of the Citizen's Charter. **(150 words) 10**

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

Citizen charter is a document which provide the information about the working of public offices and quality standards along with public's expected role. It was recommended by 2nd ARC.



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Succesful Implementation

- Make it enforcable with designated accountability
- Update it regularly to keep it with time
- Clear and visible from distance for all
- Local Language and English Language
- Periodic review of complaine by Public feedback.

In this manner Citizen Charter can truly open door to transparent and Open government with accountability.

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।

World has come at cross roads with Refugee crisis multiple number of times and always started the debate about national security and human rights.

REFUGEE CRISIS

Role and Responsibility

- → Act as a Big brother in times of crisis to protect our fellow human brother
- → Provide a escape from imminent death in the home town
- → Promote values of brotherhood and compassion.

- Balance between National Security and Humanitarian nature.
- Though States like India are not legally bound to provide shelter to refugee, but they are ethically bound to do so.
- Global community must come together to resolve the cause of refugee crisis at home eg. Syria, Myanmar so that people can return back
- Uphold the human dignity in the testing times & rehabilitation

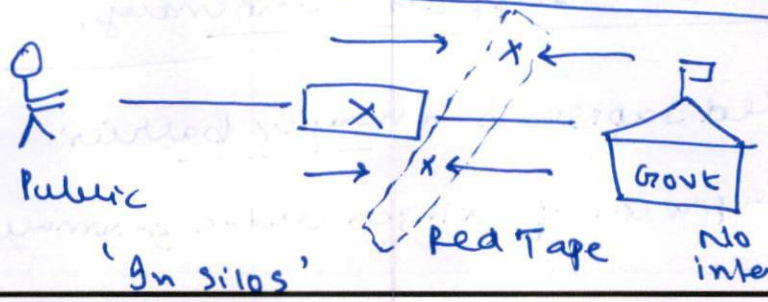
Thus Refugee crisis must be ~~the~~ a time for collaboration and showcasing a [fuzy heart] to help fellow human.

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 a metaphor for using the "red-tape" to restrict entry to a certain place by an authority.

In governance context, it means the bureaucratic attitude which restrict transparency in operation, not allow free flow of Information (RTI) and create restriction on private investments and FDI due to complicated procedure.



Red tape form a barrier between public participation in governance and it is a colonial hangover in the system

HURDLE
- → Alienate people from the process of governance
- → Reduces trust and confidence in govt.
- → Restrict the information and feedback loop from public to govt.
- → Limits private investment
- → Restrict people participation thus suppress Democracy.

Thus Red Tapism is a major barrier in the process of citizen centric governance.

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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 present COVID-19 pandemic has posed as much as a health crisis as it has posed an administrative challenge.

a.) CRITICAL ISSUES

1. Getting the limited amount of available foreign vaccine for India
2. Making a stratergy to make available to public at affordable cost
3. Developing a foot proof Indigenous vaccine
4. Gaining public trust over vaccine
5. Delivering good governance over the distribution and development front.

(b) As the Cabinet secretary – Course of Action

1. Getting Foreign Vaccine
   - → Negotiating deal to get favourable prices as huge number is required
   - → Explaining the ethical concerns and poor standard of population before getting to prices.

2. Vaccine Distribution Network

- For BPL population - providing FREE
- For APL but below a threshhold, say ₹ 8 lakh/annum - subsidised
- Asking Private Companies to provide vaccine at subsidy to employees by asking them to use this as their CSR expenditure for this year
- All COVID warrior - Doctors, Police with Government setup - free vaccine

Govt. has to bear the major chunk of cost to ensure that country comes out of the pandemic which is causing hundreds of crores loss to economy every day.

3. Indegenous Development

- Asking the researchers to expedite the process.

- Make available funds for selected vaccine development programmes
- Adopting highest level of testing and scrutiny of vaccine before giving to public.
- As far as vaccines are not 100% danger proof can be allowed for public usage, else it will create another crisis.

4. Public Awareness

- Removing fear about vaccines
- Promoting use of masks and social distancing using persuasion and fines
- Publically taking vaccine to gain people confidence.

These are no doubt times of crisis and govt

has to open its coffers following welfare state principles to get back to normalcy as soon as possible and minimise economic and social costs. It's the time to showcase virtues of courage, leadership, Benevolence and compassion.

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 है लेकिन वे अभी भी स्तरीय ज्ञान से अधिक कुछ नहीं सीख पा रहे हैं।

इसके अतिरिक्त, उच्चतर साक्षरता से बेहरत 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।

Education is said to be an empowering and liberating agent in society. But here literacy ≠ Education, as generally misunderstood.

(a) ROLE OF EDUCATION

1. Allow the person to read about the lives of great human beings and learn from their virtues. eg. Gandhi, Bose.

2. Make the mind of a person wide and open to new ideas thus increasing the level of tolerance and acceptability

3. An educated mind will always try to establish peace and harmony as violence is the greatest enemy of education

4. Education makes a persons aware of his/her surrounding, their problems and their fears thus generate virtues of humility, compassion and love.

5. Education makes a person much more disciplined, humble and inquisitive thus they become good citizens.

6. Education empowers people to gain employment thus build upon social status and self-confidence.

7. Education helps a person to identify the wrong doing and demand accountability from our politicians / govt.

Education provides opportunity for an all-round development of human character and virtues.

(b) The explained poor status of Literacy Education is of course a cause of concern for our demographic dividend to become good citizen and contribute

towards national development and build upon social capital.

Government alone is NOT responsible for the sorry state of affairs. To an extent it is responsible like —

(a) Poor Infrastructure of schools
(b) Poor Human Resource (Teacher) Quality
(c) Poor oversight of performance
(d) Rampant Corruption.

However other stakeholders are :

Responsible Stakeholders
- Family → poor families enrol their kids but don't send them to ~~aid~~ schools, so that children can assist at farm.
- Society → Patriarchal nature condemns women/girls education
- Teachers → lacking ethics and morality to stay honest to their profession
- NGOs → to show mirror and demand change.

Education in 21st Century has become cardinal virtue and it has to become a societal movement demanding good quality education from government and providing a supportive environment.

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।

As much as its an environmental problem, Air Pollution is a societal problem. Tackling Air Pollution cannot be done by any one agency or govt., it has to become a mass movement involving all people.

(a.) Reasons behind poor/ careless behaviour

1. Indifferent attitude towards air pollution thus Attitude affecting behaviour

2. Poor consciousness towards one's own responsibility towards society and environment

3. Poor value system which make us inconsiderate about the problems of others (eg. Asthma patients)

4. No fear of law and slow justice delivery.

5. Religious attitude - eg when ban on crackers is wrongfully seen as an attack on religion.

6. Poor Govt-Policies - eg stubble burning can be resolved with support of govt.

by providing machinery and bio-chemicals as done in Delhi – but many states don't do anything.

7. Ignorant and uneducated mind who don't understand the gravity of issue.

MEASURES

A. AWARENESS
- Horrifying ads to make people fear
- Promote good work of communities
- Constant Reminder from TV, Radio, Newspaper about duty towards environment

B. POLICY INTERVENTION
- Deploy lots of waste disposal pits so that people don't burn
- Tackle Stubble Burning (as Delhi did)
- Schemes like Odd/Even

Don't write anything this margin (इस भाग में कुछ ना लिखें)

C. Reward | PUNISHMENT

- Reward, acknowlege and glorify some innovation (like air purifier)
- organise walkathon to aware and find innovative solution
- Hefty fines on creating Pollution | Burning waste
- Heavy fines on industries found violative of rules.

D. PERSUASION

- Using popular figures like Bollywood actors, Cricketers as ambassadors
- Multiple Language and creative audio/video campaigns
- Using common people as face of campaign for a week - Incentive.

Moreover the actions towards climate and green duties must come from the PM and other tall ministers themselves to truly make it a mass movement, just as was done in case of Swaccha Bharat Abhiyaan when PM himself led the campaign.

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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 (SM) has become a part-and-parcel of our lives and even government promote its ministers and ministeries to interact with public using SM.

Hence with changed times, Conduct Rules 1964 must be updated to remain relevant.

Don't write anything this margin (इस भाग में कुछ ना लिखें)

(a.) Issues Involved

1.

Positive issues
- Generate Awareness about issue to public
- Curb fake news as officer provides authentic news
- Involves public confidence
- Promote Transparency in working
- Enable accessibility to reach out using SM eg. Twitter

Negative issues
- Exposes the political Inclination at times
- Vulnerable for public scrutiny thus breaks shield of Bureaucratic anonymity
- Create hurdles to remain Impartial & non-partisan
- Can involve into unnecessary controversies

(b) Should criticism be allowed?

Being a part of government itself with functioning as the implementation arm of the government, an officer is privileged to see the functioning of govt quite closely, thus she can see a lot of improper and wrong doings also.

As a civil servant, with quite a responsible position, one should NOT criticize the government out in open –

- Shatters the confidence in govt.
- Makes the person open to public scrutiny
- Shows her personal ideology
- Lacks moral authority, being a part of it.

Rather she should do —

- Use appropriate internal channels to convey her criticism and displeasure
- Ask for change in position to not remain party to any wrong doing
- Complain to CVC, Lokpal with proof
- If necessary, can approach Judiciary with ample proofs

Public criticism serves no real purpose other than some public heroism and praise / hatred.

(c.) How should civil servants conduct?

→ In strictly A-political manner

→ As a medium to convey messages, awareness about issues eg FB posts

→ As a medium to listen and help the people in distress eg. Twitter mentions.

→ To quell the fake news with authentic news as a myth-buster

→ As a figure of inspiration to others and providing guidence towards students and youth.

Thus Civil servants need to be a little more conscious about their conduct due to position of authority.

Don't write anything this margin (इस भाग में कुछ ना लिखें)

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।

Across the world, GDP growth is considered as the measure of growth and development of societies. It was true at the time of its origin as practice, but with the changing times, today GDP growth is said to be only one of the component of development – as development itself has a much wider meaning.

A. Rationale Behind GDP growth

1. Ease of measurement due to its numerical and quantifiable nature

2. Ease of comparison as all the nations measure in terms of GDP.

3. Ear to track "development" as the change in number-value can be compared easely over years - eg. GDP of India at 2.9 Trillion ~~US~~ USD in 2020 compared to $2.Trillion in 2014.

4. Easy to work upon by academicians and economists.

5. Limited understanding of than scholars to restrict development only in economic sphere.

6. Problem and uneven standard to measure non-economic measures eg. Happiness quotient, freedom value.

7. Subjectivity in measuring non-econ. variables eg What constitute happiness in India may not be same in Europe.

B. Need for going Beyond GDP

1. Expanded understanding of development being much more than mere economic resources eg. Health status, freedom of women, journalism freedom etc.

2. Being with the present trend of our youthful generation with wider idea of development.

3. Help to focus on specific aspect of development eg Freedom of speech or Healthcare.

4. Allow to collaborate among countries with similar performance on social parameters and also with UN/WHO etc to co-develop common strategy. eg India - Mexico.

OTHER COMPONENTS
- → Happiness Index
- → Press Freedom
- → Women Rights
- → LGBTQ+ Rights
- → Health parameters
- → Minorities Rights
- → Level of Democracy

Thus we need a much expanded understanding of development in the 21st century.

Don't write anything this margin (इस भाग में कुछ ना लिखें)

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 पुन: 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।

Fight against COVID-19 has to be fought at the mass level with massive change in ~~beha~~ behaviour and complemented with the Govt. interventions and policies.

Q.1 Why desirable in India?

1. Indians have seen massive health and famine crisis in the past hence we understand how dreadful can health crisis be. Hence we fear COVID

2. We know that our healthcare is not capable to handle such large number of patients, hence we should do everything to avoid going to hospital for COVID ⇒ prevention is better than cure.

3. We are very flexible without attitude and behaviour. Our adaptability is known across the world, thus we can adapt easily to the new normal.

4. The kind of Govt response towards awareness generation and penal action has been succesful to get the message clear into our psyche → behavioral change

B.

Stakeholders' Role

- Government → Awareness, Penal Action
- NGOs → awareness, solving doubts and curbing anxiety
- Schools → asking students to be good citizens and obey rules
- Private companies → promoting work from home to be safe
- Local leaders → awareness and leading by example
- Bureaucrats → awareness and strict action against violation.

c. CHALLANGES

1. Misinformation and Fake news thus creating an envt of fear and panic

2. No prior experience hence opting for hit-and-trial method to spread awareness and curbing fear.

3 The true nature of fear keeps on changing as we learn more about Corona virus → changed guidelines thus confusion

4. Attitude of people – who don't consider COVID as a fear, thus don't change their behavior remaining careless.

Thus we see to bring about behavioral change in almost every aspect of day-to-day work for such large number of people for so many days & months, is a tremendously difficult task and administrative challenge.