



# VISION IAS

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## GENERAL STUDIES (TEST CODE : 1525)

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Medium Hindi/Eng.	ENGLISH	Registration Number	318482
Center	ONLINE	Date	18/12/2020

### INDEX TABLE

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

Total Marks Obtained:

Remarks:

Signature of Examiner

### INSTRUCTIONS

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

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## EVALUATION INDICATORS

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

Overall Macro Comments / feedback / suggestions on Answer Booklet:

1.

2.

3.

4.

5.

6.

All the Best

SECTION - A

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

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

Public administration form part & parcel  
of general administration of country.  
The use of discretion though beneficial  
can be misused for personal gains.

An administrator need to know his  
discretion powers & more importantly  
the situations & crisis where to use  
& where to avoid.

Discretion as blessing :-

- 1) Providing food to poor family for  
a day who cannot provide  
Aadhar during PDS operation  
(Shows Compassion & Empathy)

2.) Providing job opportunity to children of employee (who is deceased/dead) + become breadhead of family by employee.

• Discretion as Curse →

1.) Recruiting a relative on the position on board despite merit lags.

2.) Providing financial grants & funds to an organisation having personal interest in. (conflict of interest)

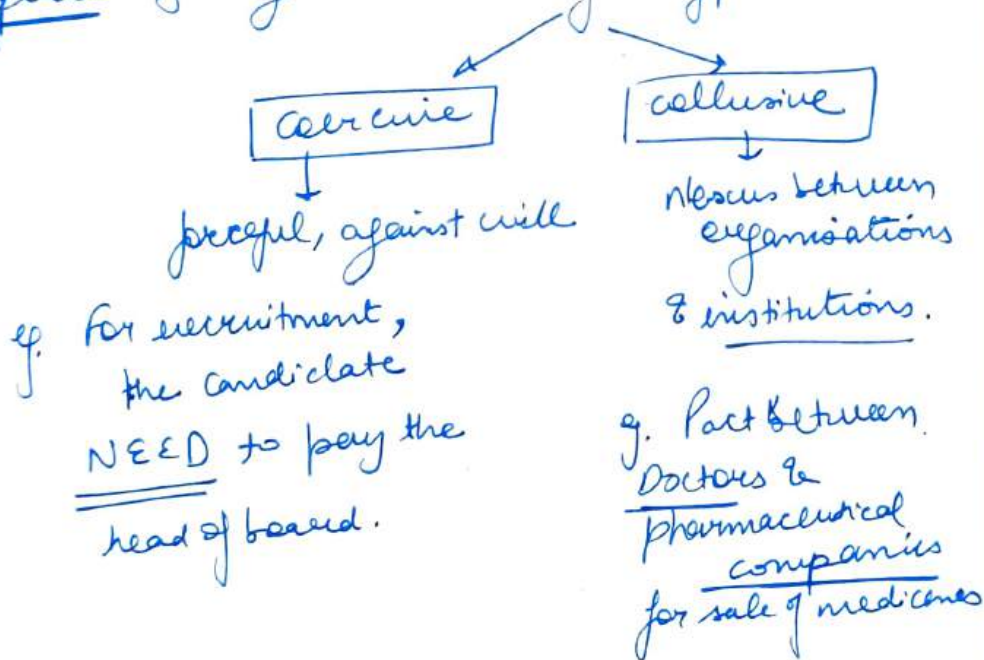
Discretion on one hand can help secure administration values while on other hand causes corruption.

The shift of balance should always be towards blessing.

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 become so prevalent in each & every system in India that people have developed view of "acceptance" towards it. The use of force, money, power for gains can be of 2 types :-



→ Need to shift "acceptance" towards "rejection" can be changed by :-

1. Changing attitude of public →
    - The predisposition towards corruption need to be changed.
    - Corruption is bad, Always!!
  2. Ambassador & governance redressal →
    - Identify the issues & Expose the unhealthy practices
    - Exemplary behaviour
    - organisational culture
  3. Code of Conduct & Code of ethics for work place & administration
  4. Courage & behaviour change to say "No"!!
    - ⇒ (No) to grease ⇒ either give/take
    - ↓
    - Delhi Model ⇒ "support either"  
give or take
- The behaviour change is necessary & right need of nation to prevent the institution of corruption be so engrained beyond any change.

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।

Ratan Tata once said, " I could not  
invest in airlines because the officer  
demand money for institution of company.  
His ethical practices & business ethics  
made him one of the greatest businessmen  
with philanthropic attitude.

Such ethical practices like No to corruption,  
right conduct, inclusion, welfare  
approach, Transparency & accountability  
etc. though hinder short term benefits  
but essential for long term survival  
of company.

y. Share Scam → loss of company  
& value

Sahara group frauds, etc.

When ethical business use the economic  
& social ladder, the impact is too  
long lasting.

eg. CSR initiatives by ITC, classmate  
etc.

The business ethics forms the basis of  
all the large giants in technology  
sector & other welfare approaches.

Such form the inspirations for upcoming  
startups to take the similar path  
for success.

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।

laws, rules & regulations form the "letter of law" & Conscience forms the "spirit of law". Both together helps in ensuring the desired rule of law & ethical governance.

It is said that,

"As brush is to paint, Conscience is to law."

Conscience is the intellectual judgement of inner self. It backs up the human action whether bound by laws or not.

When bound by laws, The conscience helps in abiding the related rules especially to the level of integrity (when no one is watching)

eg. Law → Wear mask in public place,  
otherwise fine of ₹2000.

Conscience → Inner judgement



→ can catch the virus  
COVID-19

→ Need to follow  
social norms

→ Heavy fine on  
abortion



Follows law

→ No one  
will catch  
me not wearing  
mask

→ Can just  
hold a piece of  
cloth  
(will not get virus)

→ If caught,  
can give fine



Not follow law

Thus the similar law gets two responses  
depending on inner conscience of individuals.  
In order to effectively change the behaviour,  
Conscience should be sensitised along  
with laws to enforce it further

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

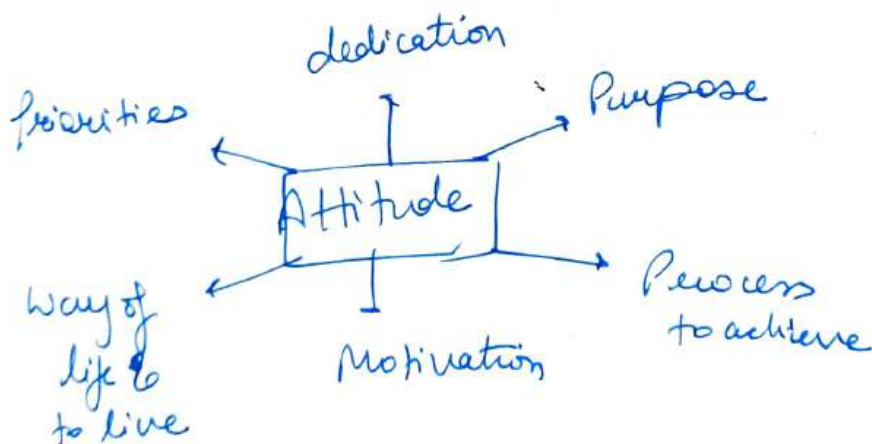
हमारे जीवन का उस दिन अंत होना शुरू हो जाता है जिस दिन हम उन विषयों के बारे में चुप रहना शुरू कर देते हैं जो मायने रखते हैं। मार्टिन लूथर किंग जूनियर

Attitude refers to predisposition of an individual towards an object / stimulus.

Our attitude towards various things & happenings in our life direct the path we follow to achieve them.

Such a relationship guides the famous quote,

"Our lives begin to end the day we become silent about things that matter."



for example,

→ Modern generation & culture shows  
disrespect towards elders & parents.

The neglect of parents & sending them to  
old age home, may relieve the  
individual of his duties in short term,  
but such attitude will rot his inner

conscience for long period. His values are  
on their way to grave after his acts.

Such praiseworthy action of things in real life  
is necessary to lead a meaningful  
life with purpose and give direction  
to values & thoughts in right moral  
sense

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। इमैनुअल कांट

Law & ethics are often conflicted in process & purpose. The difference lies in various levels of action, intention, process & people affected.

Immanuel Kant's Categorical imperative further simplifies the role of law & ethics.

For Example →

Law ⇒ Killing of a person by an individual  
↓  
violates his right to life  
↓  
violates the law

Ethics ⇒ Even the thought of killing a person  
violates the values of an individual  
& makes him guilty of his action.

• Law does not cover the intention part of action. It focus on action to consequences.

Ethics stop the individual right at the intention stage to prevent the action that is undesirable.

This early response of ethical standards make it more important than laws & their violations. Focus should lie on building Ethical & Morality in behaviour rather than binding the individual in laws.

Consequentialism does not always be the right approach.

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 understanding & regulating one's social behaviour with respect to others. The behaviour, action & beliefs in society guides one social intelligence for socialisation & social context. eg. Behaviour of one in front of family & in front of friends.

Relation with Emotional Intelligence ⇒

The emotional intelligence refers to ability to perceive, understand, regulate & control one's emotions with respect to themselves as well as others.

It helps in guiding the behaviour along with effective management of crisis situation

eg. stress management

Social + Emotional Intelligence  $\Rightarrow$  social behaviour



They both complement each other for right action

eg.

Mahendras Singh Dhoni

social intelligence

emotional intelligence



does not interact  
with his daughter  
during matches  
& focus on work

guides & coach the  
team &  
handle crisis  
during matches



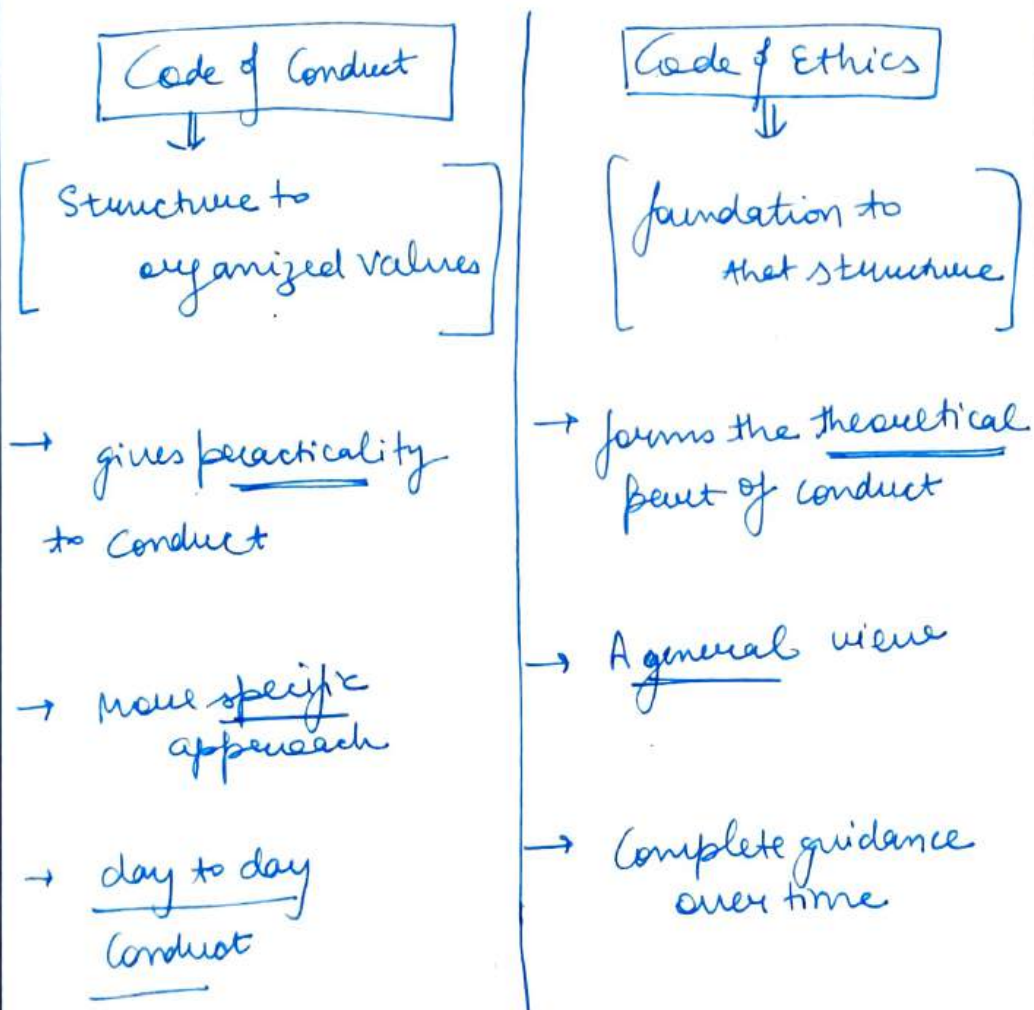
Devotion, dedication & motivated  
team work

Both social & emotional intelligence  
are required along with intellectual  
understandings to have a complete  
package of ethical behaviour in society.

4. (b) While code of conduct presents a structure to organized values, code of ethics gives a foundation to that structure. Examine. (150 words) 10

जहाँ आचरण संहिता संगठित मूल्यों के लिए एक संरचना प्रस्तुत करती है, वहीं नीतिपरक आचार संहिता उस संरचना को एक आधार प्रदान करती है। परीक्षण कीजिए।

Code of Conduct & Code of Ethics form the  
defined standards of ethics & guides  
human action & behaviour.



Behind the Code of Conduct lies a strong Code of Ethics guiding its structure & function

Organizations have code of ethics at their core work culture while code of conduct to guide day to day actions of their employees through the work and administration.

Such analysis requires the need for Code of Ethics for politicians beside the model code of Conduct. The Ethical standards are necessary to lay the foundation of moral & value based behaviour.

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 & Wisdom form few of the core values of an individual who aspires towards perfection. The right balance between two, giving equal importance to both, will guide the aspirations one derive.

Compassion alone cannot guide the right action.

eg. Giving a beggar money on traffic signal who forms part of syndicate of corporate bribery

Wisdom alone cannot guide the right action

eg. Gaining knowledge of ethics & conduct while neglecting the duties of life towards family.

It's the 'Karma' & "Panna" together that  
will lead towards perfection & ethical  
action

eg. Giving ration to poor during PO S  
operation by public servant if  
he couldn't show Aadhar linking along

with helping him in the process.

& Not giving to Others not listed as beneficiaries.

Buddhism always focused on middle path

as shown by Buddha in his 8 fold path

ideology.

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 सर्वोत्कृष्ट मद्दगणा की एक विस्तृत शृंखला प्रस्तुत करता है। (बर्चों की श्रृंखला)

A.P.J. Abdul Kalam, the former President of India, "The missile man" & the "Kannayogi" form the source of inspiration to many people including public servants.

His teachings & life experiences provide the guide to work for ethical administration.

① Devotion to work ⇒ Not considering work as burden but having the duty inside.

② Have a dream! ⇒ Advice to achieve more & become successful in life. When asked upon by a small girl in a lecture, he replied,  
 • Always have a dream! You must have a dream that will keep you awake!"

③ Hard work → "Karmayogi"

Worship the work by hardwork & dedication.

This dedication will guide you through the phase of lack of motivation. His book "Wings of fire" also refers to this.

④ Accountability → Take responsibility for your actions.

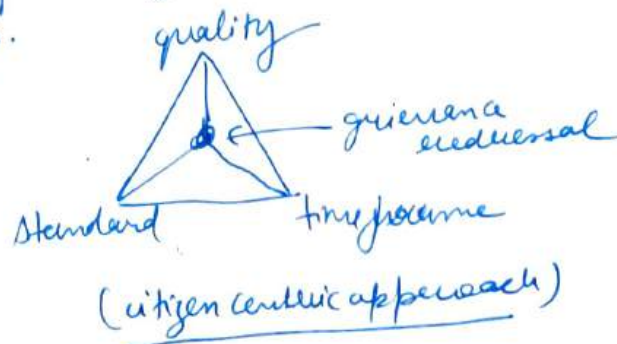
⑤ Affection & Compassion → Love & Care

Such broad lessons starting from work to private life form part of teachings of Dr APJ Abdul Kalam. He inspires many public servants & youngsters to guide their path towards success.

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 provide the right quality, standard & time frame of organizational work along with grievance redressal for citizens.



Essential information that should be made available :-

1. Purpose of service
2. Components of service
3. Variety of services includes
4. The beneficiaries & scale of service
5. Grievance redressal mechanism
6. The credentials of organisation
7. The expectations & duties.

## Steps for successful implementation of Charter :-

- a) Timely provision of information
  - b) In vernacular - local languages
  - c) Visual - audio aids to understand better
  - d) Both digital & hard copy can be made available
  - e) Strengthening of system of governance  
addressal :- "on point resolution"
  - f) Government can legalize the process  
& penalty can be imposed on those who do not follow standard guidelines
  - g) Both for organised & unorganised  
sectors
  - h) Government institutions should strictly adhere giving exemplary behaviour for private companies.
- The 2nd ARC suggested serottum model for more citizen centric addressal.

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।

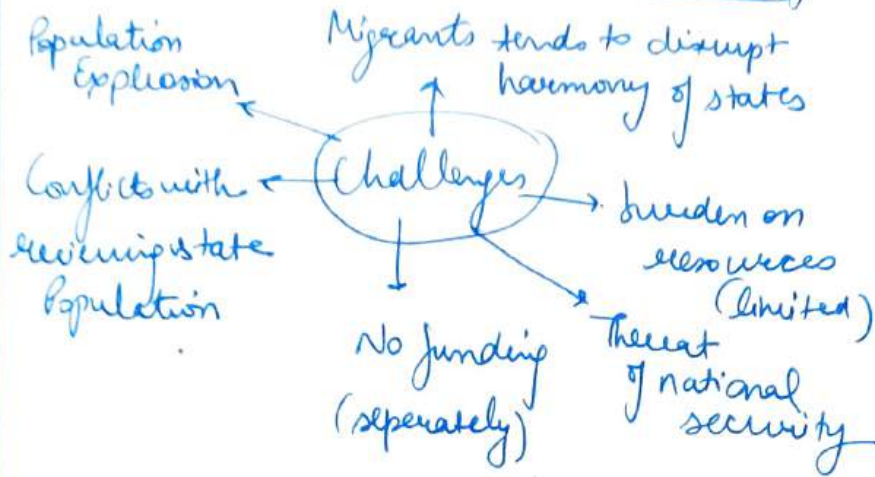
States have political, social & ethical responsibility to protect refugees & provide rehabilitation while ensuring rights of their livelihood. Not just states, its the responsibility for all members of international community altogether.

Refugees are those international, inter-border migrants who fled their origin state to avoid sufferings due to discrimination or violence.



It forms the responsibility of state to protect them & origin state to prevent the discrimination.

However, there are some challenges :-



The roles & responsibility of (states) in this regard include :-

- a) Protection from local people (conflicts)
- b) Right to life (eg. Art 21 of Indian Constitution)
- c) Rehabilitation camps
- d) Basic facilities of health, food, etc.
- e) International aid & Co-operation  
(eg. Nansen initiative of UN)

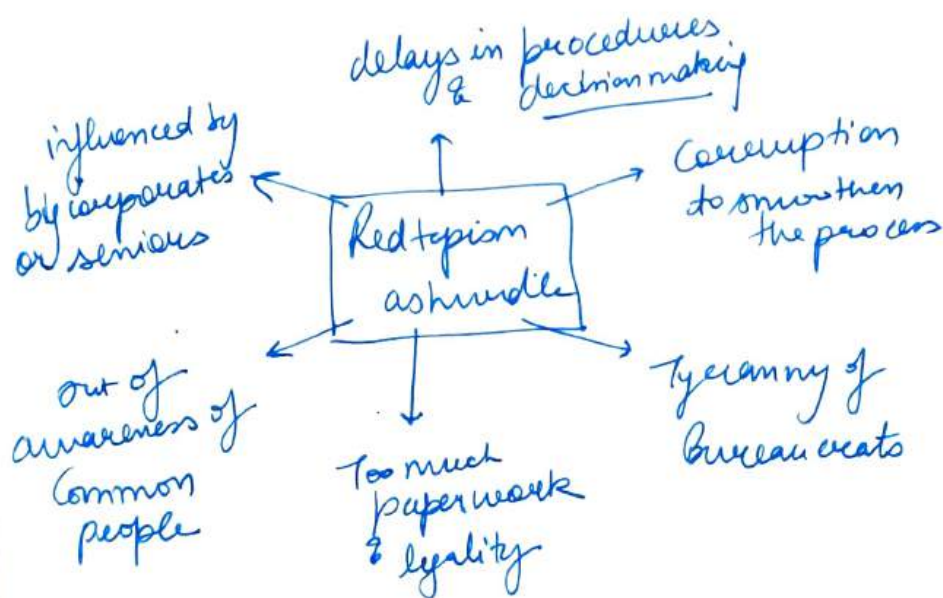
Internationally, the role of UN & other neighbour states also form part.

eg. Collaboration between India & Bangladesh over Rohingyas along with Myanmar & UN.

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 Constraining, strict regulations paperworks, licensing etc. at the level of bureaucracy during public administration. This forms <sup>one</sup> the cause of delays & corruption in public service delivery.



Thus, it forms the barrier in good governance of ideas involving minimum government & Maximum governance.

While government tends to rule, the  
purpose of governance is to serve.

Red tapism tends to shift the focus towards  
rule rather than serve.

2nd ARC also identified Red tapism as barrier  
in ethical conduct by civil servants.

Measures to reduce red tapism ⇒

- 1) Digitalisation & Digital Mission
- 2) Reducing the paperwork to minimum  
Extent.
- 3) Promote transparency & accountability  
via various other institutes like RTI, etc
- 4) De-licensing

The ~~three~~ three steps of democratisation,  
decentralisation & decentralisation

can ensure the ethical public  
service delivery that is indeed citizen  
centric.

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-19 has created an unprecedented situation for one and all. Nations are coming up together for effective solutions.

(a) Critical issues involved in Case →

I, as cabinet secretary has to look over processes :-

(I) Issues with Vaccine development ⇒

- a) Vaccines are being developed around globe. Their purchase with right tender & their efficacy assurance is a big concern.
- b) Indigenous Vaccines have shown some concerns for efficacy, safety & methodology.
- c) Vaccine development is taking time, due to various phases of Trials, may take months to enter market. The fatalities are increasing day by day.

II

## Issues with vaccine distribution ⇒

- a) Ensure people about its efficacy, safety and standards.
- b) Ensure reach of vaccine to be inclusive with priority to health care workers.
- c) Cost of vaccine should be minimum to ensure affordability.
- d) Vaccine hesitancy due to social, economical & cultural beliefs among people.
- e) Prevent leakage & Corruption at various processes of distribution, mobilisation, etc.

(b)

The course of action that I will  
take as Cabinet Secretary →

(I) For vaccine development →

A) Take survey of all the various  
vaccines available across globe. Ask  
Experts opinion on identifying the most  
efficacious & affordable vaccines for  
large population.

B) Evaluate the performance of Indian  
Vaccines with periodic reviews,  
evaluations & dialogues with institutional  
heads.

C) Ask the financial exchequer to  
show the funding status. Request the  
concerned authority to raise funds in  
appropriate amounts.

D) Ask for stipulated time periods till  
when vaccines can be ready.

## II. for Vaccine distribution ←

An advanced action plan for distribution  
in case vaccine get available →

- A) Prioritize the use of vaccine for health  
care workers & those on frontline.
- B) Regular checkups, followups & standards  
analysis with institutional tie-ups to  
check efficacy.
- C) Analyse cost-population ratio & find  
ways to ensure inclusivity by tie-up  
with Mission Indradhanush & National  
Immunization programme.
- D) Take help of social media & TV celebrities  
to spread awareness to curb vaccine  
hesitancy. (e.g. Obama will take vaccine  
while being live on camera)
- E) Monitor the whole process myself to check  
for any leakages & problems.

COVID-19 requires a pre-planned strategy  
for effective management.

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 में 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।

Recent Citizen led survey "PRATHAM"

ASER showed the lack of basic

numeracy skills among students of III<sup>rd</sup> class.

Though literacy level is increasing, the education standards & delivery is not at par with main statistics.

The 'floor level tasks' limited to education are not rising beyond this to inculcate the desired learning of values.

(a)

### Role of Education →

(I) To Reform human behaviour =

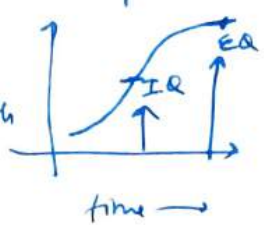
→ Learning of motivational & successful achievements set examples for motivated life.

→ Learning of Morality: Right & Wrong tends to modify behaviour.

eg. Not throwing garbage on roads

→ Various subjects of history, geography, polity, etc. indulge students in contributing towards nation while learning past.

## II. Inculcating human values

- Sense of good-bad guide human action
  - Knowledge, action & behaviour analyses, their co-ordination with semi-conscious principles.
  - Emotional intelligence among children right from start.  
(Increases growth & development)
- 
- ↑ growth
- ↑ IQ      ↑ EA
- time →
- Values of love, courage, socialisation, Truthfulness, nonviolence, pride, innocence, etc. are inculcated by education.
  - knowledge of Culture & beliefs helps in socialisation & social context.

"Knowledge without character" is one of the sins as described by Gandhi. Thus Education helps in development of both.

(b)

I think, only Government is NOT responsible for this state of education system. Various other stakeholders are involved too.

Stakeholders	Their role & change needed
1.) <u>Government</u> <ul style="list-style-type: none"> <li>→ Right to Education act 2005</li> <li>→ Free &amp; Compulsory Education</li> <li>→ Digital Education</li> <li>→ National Education Policy</li> </ul>	<ul style="list-style-type: none"> <li>* Strengthening institutions &amp; <u>Infrastructure</u></li> <li>* <u>Awareness Campaigns</u> for behaviour change</li> <li>* <u>Curriculum exercises</u></li> </ul>
2.) <u>Children &amp; students</u> <ul style="list-style-type: none"> <li>→ Focus on learning each aspect</li> <li>→ attendance</li> <li>→ Complaints if issues</li> <li>→ Exams &amp; evaluation</li> </ul>	<ul style="list-style-type: none"> <li>* Motivation to <u>study &amp; learn</u></li> <li>* <u>Free other duties</u> (No child labour)</li> <li>* <u>Identify troubles</u></li> <li>* <u>seek help</u></li> </ul>

3.

Teachers

- Teaching values & knowledge
- Student friendly
- Conducive environment
- Parents interaction

- \* Training for Teachers in each field they teach
- \* Overcome shortage of staff
- \* Special courses on child care & healthy environment.

4.

Family

- Push child early towards healthy values
- 1st school
- Conducive environment
- Responsibility to Educate

- \* Familial values need to be strengthened
- \* Prevent child abuse & child labour
- \* Awareness among parents about their fundamental duty (Art 51-A)

5.

Society

- Infrastructure, affordability, accessibility
- Healthy environment

- \* Early justice to crime
- \* Societal campaigns
- \* Behavioural change

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 मुझाव दीजिए जो पर्यावरण समर्थक व्यवहार के प्रति लोगों को आकर्षित करने के लिए आवश्यक हैं।

8 out of 10 cities of India are among the most polluted in the world. The problem of air pollution & its exacerbation by indifferent attitude of people are worsening the situation causing various diseases. The loss of economic gains also add to loss of livelihood of poor & downtrodden.

Despite bans & laws, people are violating them.

9) Reasons behind such behaviour in society ⇒

1. Behaviour & Culture → The fixed societal norms & festivals prevent immediate changes in attitude.

g. Diwali fire cracker ban, yet smoking continued

2. The thinking of "Why only me?" →

An individual works as what & how society do. If someone wish to change, socialisation pushes it back to same.

3. Lack of facilities & Infrastructure :-

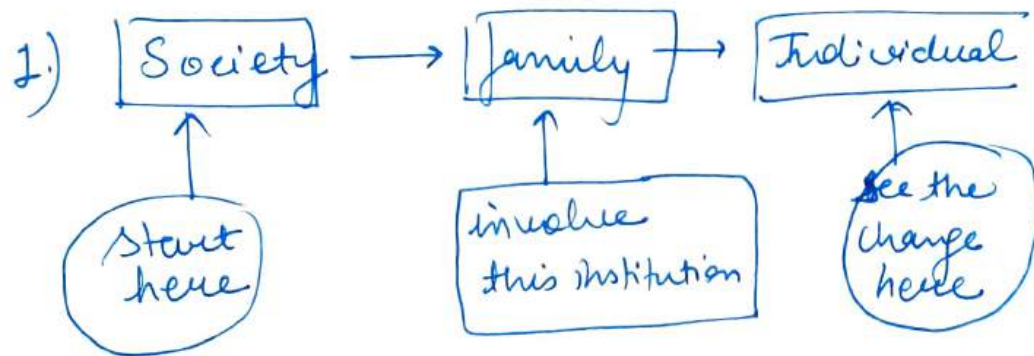
The behaviour of rich & poor are different to pollution. While rich people can afford innovative solutions, poor & downtrodden resort to normal behaviour without change.

4. Lack of penetration of awareness enough to change behaviour :-

"Smoking kills" comes in big letters on  
pack of cigarette, yet the in different  
attitude does not prevent it.

(b)

Some measures required to nudge people :-  
for pro-environment behaviour :-



2.) Visual-audio utilisation for more  
penetration of behaviour change.

e.g. Instead of just "Warning" on Packet,  
The video of advertisements before  
movie on TV / theater screens for  
smoking kills.

3.) Awareness drives are required at  
large levels targeting each of the smaller  
segments.

4.) Separating religion element from pollution activities.

eg. Banning crackers as whole  
(Not just on Diwali)

5.) Start from the initial end →

↓  
The root Cause

⇒ factories / sales of firecrackers should manufacturing be banned instead of mere use.

⇒ stubble burning instead of ban, should be utilized stubble for other purposes.

6.) From "Why only me" to "Let us all"  
(Let us all)

Government, civil society, NGOs, etc. should come together at forefront

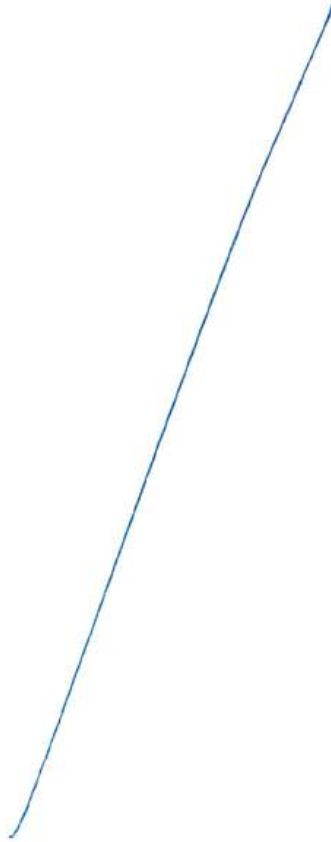
to nudge the behaviour change to

prevent pollution & climate change.  
(SDG-13)

1525

# VISION IAS™

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



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 is an important tool of communication these days. The freedom of speech & Expression (Art 19) is seen along with right to ~~internet~~ <sup>internet</sup> for everyone is allowed to express views there even civil servants too.

(a)

Issues with Civil servant Expressing  
views on social media :-

1. The Civil servant have to be impartial & Non-partisanship.  
He cannot discriminate anyone.
2. Civil servant have to be ready to serve government of any complexion.  
The criticism of govt. policy can bring  
issues.
3. The separation of public & private life  
is one of the core need of civil servant.
4. The secrecy of information & threat  
to its leakage.
5. Pseudonymity & anonymous accounts  
of civil servants online can also  
create the issue of eroded values.
6. Threat of blackmailing & personification  
on social media with incessing  
deep fakes.

(b)

Should criticism of govt. policy on social media by civil servants be allowed?

Yes

- ⇒ Freedom of speech & Expression
- ⇒ Private opinion on private account
- ⇒ Holistic approach
- ⇒ Accountability of government & Transparency of Executive.

No

- ⇒ Civil servant has to be non-partisanship
- ⇒ Biased approach in public service delivery
- ⇒ No role of ideology in profession
- ⇒ Professional ethics of impartiality & equality.

(c)

Right Conduct of Civil servant on social media need to be setup. They cannot be denied access to social media but its their duty to access is rightly.

- Avoid any harsh criticisms & biased approaches to any government policy or individual / groups.
- Avoid use of his position & power to access & influence on social media or threaten anyone.
- Limit use to neutral private opinions, share of good thoughts & spread of positivity.
- Never leak any secret or confidential information to any gains.
- No anonymous / pseudonymously criticism of government.
- ~~No~~ No private gains through social media to spread false information or paid news.
- Stick to basic principles of public life (Ashy Nelam Committee)

Such a conduct can be inculcated in  
conduct rules for better enforceability  
& awareness. The code of conduct &  
code of ethics provide the standard  
guidelines for effective public service  
delivery.

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।

India envisioned \$ 5 trillion economy  
by 2024. This needs the exorbitant  
economic growth, thus forming it  
as primary goal of economic policies.  
Not only India, each and every country  
in world is fighting over the race  
of emerging economic power as  
superpower.

(Q)

Rationale behind GDP growth  
as pillar :-

1. USA → The world superpower showed the power of money & economic growth to rest of nations.
  2. The importance of money & growth of country was shown by emerging economies like China.
  3. Though development & human resources are better in Scandinavian Countries like Norway, Sweden; their role in World order is minimal.
  4. Various indicators of IMF, World Bank & other institutes also focus on GDP as indicator of growth & development.
- g. Quota in IMF.

b)

## Need to go beyond GDP growth

→ Despite high growth & increasing GDP, the other social & development indicators are lagging behind.

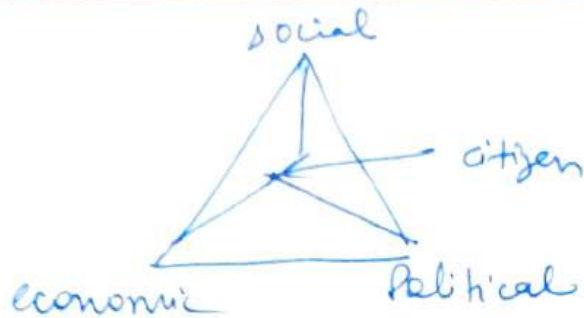
g. Urbanization → slums  
Industrialisation → Pollution

→ The changed value system of economy to favour the rich & ignore the poor leading to rising inequalities.

g. oxfam report → World's 1% population (rich) have 90% of wealth.

→ Non inclusive, Non rational

→ "one size does not fit all" → every country has its own problems & issues that need to be addressed along with economic growth.



An inclusive approach

⇓ (a case of India)

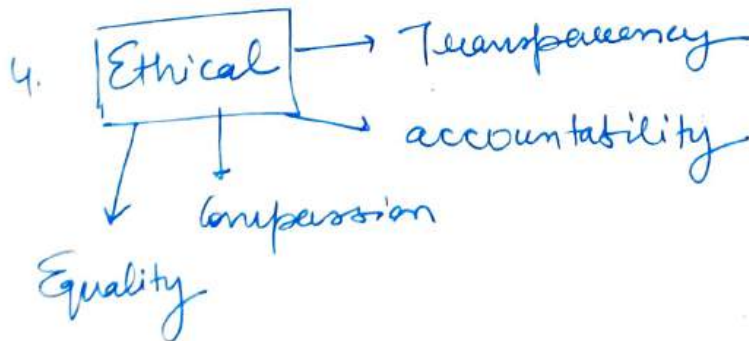
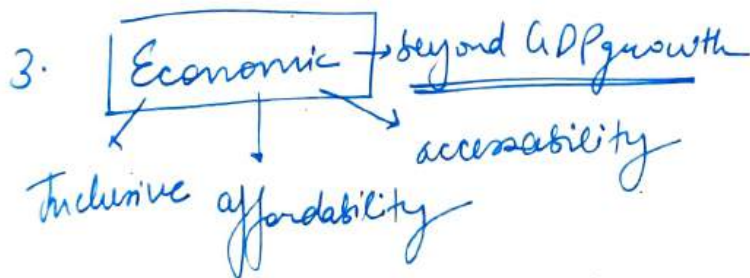
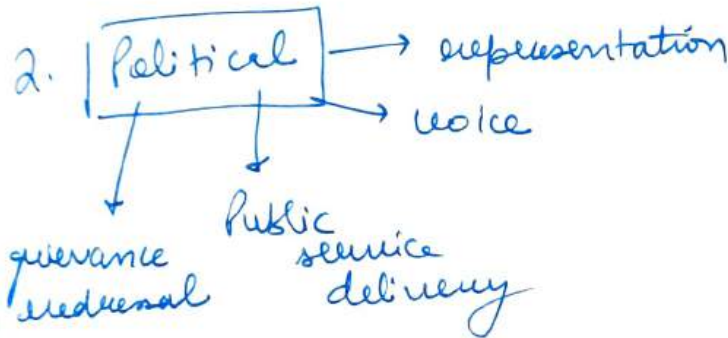
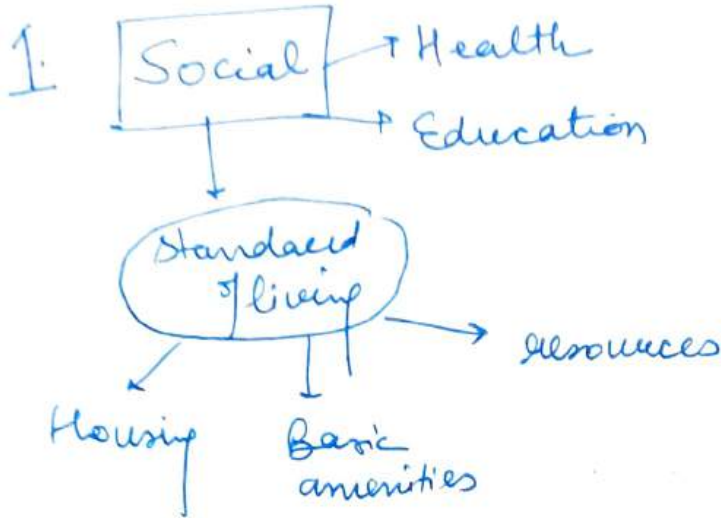
Recent MPI (Poverty Index) highlighted lack of health, education, standard of living to nearly 370 million people in India. But we added \$1 trillion in our economy in past 4-5 years.

⇓

Such imbalance shows need to ~~reaccess~~ reassess our measures

⇓

Some Components that need to be complemented with GDP growth ⇒



Only then, India will truly achieve its \$5 trillion Economy & would a peaceful world order

14. The Covid-19 pandemic is far from over but governments across the world appear to have either relaxed lockdown parameters or will do so soon. Containing Covid and restoring our economies requires not just good policy decisions and medical advice; it also needs continued compliance with the recommended behavioural changes. Daunting as they may seem, the drastic changes in behaviour being called for, can indeed be brought about. Answer the following in this regard:

(a) Why is behavioural change seen to be desirable in a country like India, when it is faced with a pandemic of the kind of Covid-19?

(b) What role have different stakeholders in India been playing in helping communities adhere to the desired behaviour?

(c) Discuss the challenges in bringing about behavioural change, particularly in such an environment of anxiety and uncertainties. (20)

कोविड-19 वैश्विक महामारी की समाप्ति अभी बहुत दूर है लेकिन विश्व भर में सरकारें लॉकडाउन के मानदंडों में या तो शिथिलता प्रदान करती हुई प्रतीत हो रही हैं या शीघ्र ही ऐसा करेंगी। कोविड के प्रसार को रोकने और हमारी अर्थव्यवस्थाओं को पुनः बहाल करने के लिए न केवल अच्छे नीतिगत निर्णयों और चिकित्सा सलाह की आवश्यकता है; बल्कि इसके लिए अनुशंसित व्यवहार परिवर्तनों के साथ इनके निरंतर अनुपालन की भी आवश्यकता है। ये चाहे जितने भी चुनौतीपूर्ण प्रतीत हों, व्यवहार में जिन बड़े बदलावों की अनुशंसा की जा रही है, वे वास्तव में लाए जा सकते हैं। इस संदर्भ में, निम्नलिखित प्रश्नों के उत्तर दीजिए:

(a) भारत जैसे देश में, कोविड-19 जैसी वैश्विक महामारी का सामना करने के लिए व्यवहार परिवर्तन को वांछनीय क्यों माना जाता है?

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

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

Covid-19 have brought new challenges  
of governance with new requirement  
of laws, values & social order.

The consistency is must to inculcate  
the required behaviour change.

a) Why behavioural change is desirable :-

→ Indifferent attitude of people towards change.

(eg. Despite making masks compulsory in public, many flouted the norms)

→ Rights of people v/s Necessity of situation  
(demand)

(eg. Right to move freely v/s Social distancing  
Right to choice, etc.)

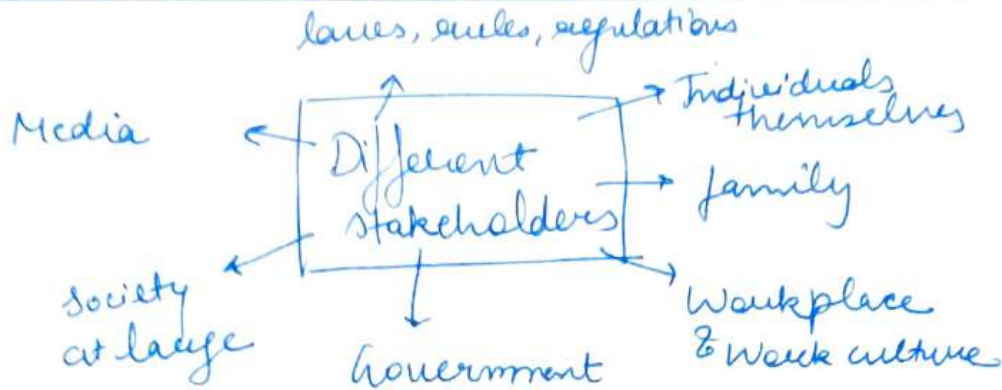
→ Socialisation amid inculcation  
of change in society

→ Laws, rules & regulations are  
required to pick up the right conscience.

The minute, relaxation happens, all built  
up conscience lose its essence, back to  
normal.

→ Large population & lack of infrastructure

b)



- a) Government →
- social distancing norms
  - lockdown
  - DM act, Epidemic (Disaster Management) disease act
  - Essential Commodities act

'Aarogya Setu' App.

- Mask, sanitizers supply
- Rehabilitation & Quarantine Centres
- Health facilities
- Online Education

- b) Workplace (organisation) →
- Code of Conduct
  - following the govt. norms
  - Periodic checkups
  - Work from home
  - Awareness redressal

c) Family & society → • following norms  
& spreading the  
voice.

"Spread of ideas"

- Informing symptoms
- Quarantined at home
- Online meetings  
& manages.  
(zoom meetings)

d) Media → • Information & updates

- Social platform for  
Communication
- Reach out for mental  
health
- Ensuring accountability  
of government
- Transparency of procedure

e) Individual → • starting from "Me first"

- spreading the information  
to family.
- Taking care of each other

PM Narendra Modi introduced  
"Thaali Bajao", "Diya Jalao" campaigns  
to inculcate feeling of unity & sense of  
security among people.

(C) Challenges in behaviour change →

1. Strict, in different attitude of people  
towards something.  
eg. freedom to move without masks.
2. Large population
3. lack of penetration of campaigns &  
awareness to villages & remote areas.
4. Superficial level changes without  
level of education & values.
5. Laws, rules, regulations forming letter  
of law given more importance than  
conscience (spirit of law)
6. strictness of officials & lack of compassion  
In these times of anxiety & stress, emotional  
intelligence & core values among service  
delivery can bring the desired changes.