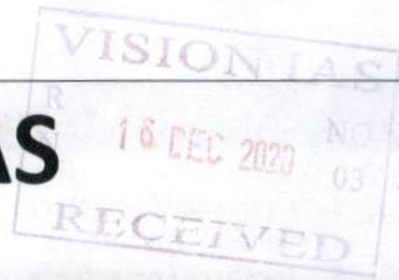




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GENERAL STUDIES (TEST CODE : 1525)

Name of Candidate	ANSHWARYA SINGH		
Medium Hindi/Eng.	English	Registration Number	39889
Center		Date	15/12/20

INDEX TABLE

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

Total Marks Obtained:

Remarks:

Signature of Examiner

INSTRUCTIONS

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

16-B, 2nd Floor, Above National Trust Building, Bada Bazar Marg, Old Rajinder Nagar, Delhi-110060

Plot No. 857, 1st Floor, Banda Bahadur Marg (Opp Punjab & Sindh Bank), Dr. Mukherjee Nagar
Delhi- 110009

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 usage of discretion in taking a decision if rules / laws are not clear ~~about~~ ^{about} specific situations.

Administrative discretion can be a blessing as -

◦ It can help the needy
(eg if a poor doesn't have adhaar, but needs ration, the process can be reversed → give ration and begin adhar making)

◦ It can lead to efficiency
(eg no need to wait for lengthy approvals)

◦ It can lead to assertive decision making (instead of dereliction of duty)

However, it can also prove to be a
curse as -

- o It can deepen biases
(eg in recruitment one can show caste bias)
- o It can favour the rich
(eg in bidding contract requirements)
- o It can lead to exploitation of the weak
(eg reject just demands due to ability of officer to say 'no')

It is thus evident that administrative discretion is both a boon and a bane. The effort must be to reduce the possibility of discretion so misuse is curbed. Nonetheless, officers must be so trained that if discretion is needed, the work with integrity and justice in mind.

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 refers to the demand or acceptance of gratification other than legal remuneration.

Corruption has come to be socially accepted in India as —

o limited political will to act against corrupt officer
leg sanction not given under PCA act)
o people willing to pay bribe to get work done,

o Nexus of political leaders, business houses, bureaucrats known, but people still vote for same parties.

o No movements of social mobilisation (after India against corruption).

The acceptance can be shifted to rejection of corruption by —

- Awareness among people to not pay bribes, call out officials.
- Proper protection to whistleblowers (eg legislation to prevent harassment)
- More CCTV, surveillance in offices to encourage people to seek accountability
- Children in school to be taught of ills of corruption (so they develop an attitude to question corruption)
- Bring in stricter laws against corruption to empower people.
- NGOs (eg ADR) can help in increased knowledge in this regard.

Corruption threatens to tear apart the administrative structure with its fast spreading tentacles. It must be stopped before it's too late.

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

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

Ethical business practices involve various actions, principles and standards which ensure that a company is governed keeping a strong ethical foundation in mind.

Ethical business practices enable long term survival of the company as —

- It helps the company gain legitimacy (eg if a company is not biased in recruitment based on caste, etc)

- It helps the company withstand unprecedented situations.

(eg in times like COVID - ethical practices will ensures workers are not retrenched without help)

- It helps set standards of work which guide the future of the company.

- It helps gain loyalty of workers

However, there are challenges to ethical business practices -

- It may be costly

- It may be required to cheat to overtake competition (as Facebook did to whatsapp and Instagram)

- It may lead delayed progress (eg if all environmental laws are followed).

There is thus a need to enable a legislative environment where it is easier for companies to adhere to high ethical standards. There must also be internal ethical audits for self regulation, for a strong ethical foundation will lead to the welfare of all.

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।

Law puts forth the moral minimum in a society, and enables states to seek compliance due to the accompanying positive powers.

Law helps in encouraging ethical behaviour in a society as —

◦ It helps the state regulate the do's and don'ts.

(eg rape is a crime)

◦ It enables the state to punish violation.

◦ It helps awareness about the standard of conduct expected (eg one cannot steal in public or private).

However, laws are effective only when backed by conscience as —

o Conscience (internal feeling of right and wrong) guides conduct when state unable to watch.

(eg marital rape not a crime, but a conscientious person will not rape his wife)

o It helps upholding law when behaviour has scope of discretion (eg if I have the power to cheat someone, and not get caught, but I don't cheat).

o It enables a strong foundation of critical reasoning even when laws change.

o Empower people to question wrong laws (eg 377)

laws are but an external aid to enable people to act morally. It is imperative to develop a strong sense of conscience to assess the rightness of the act, and act accordingly.

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 quotation talks about the importance of an individual's voice being raised about things s/he cares about. If we become silent, we lose the purpose of our lives, and live a meaningless existence.

It is important to speak about the things we care about for it has immense potential to create change. Raja Ram Mohan's voicing of concerns led to abolition of illness of Sati.

It is also important to speak for it fulfills our own conscience and enables congruence in attitude.

and behaviours. Importance to speak up also arises because it helps set standards/example for others (eg Mandela came to be inspired by Gandhi).

However, if we do not speak up, we begin to lose meaning. This is because we begin to live a mundane existence, which has lost purpose.

Once we become value neutral, we lose our essence (eg Aung San has been criticised for not speaking up about genocide of Rohingyas, while she was praised earlier and won Nobel Peace Prize).

It is thus imperative to stay true to one values and strive consistently to voice one's values, for without them, we are mere robots, existing, not living.

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

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

The above quote seeks to create a distinction between law and ethics, and the different standards of right and wrong they adhere to.

Kant says that law requires one to perform a wrongful act to be held guilty (eg murder, rape etc).

This provides one a vast space between when one thinks of acting on such intentions, versus when one actually acts on them.

In Ethics however, there is a process of critical reasoning of right and wrong, to achieve universal good. This means that even

The thought of ill intention for another makes one guilty of violating the principles of morality.

There is thus a need to ensure that a strong system of ethics creates the foundation of law, so that the ideal of right and wrong are consistent in law.

This will not only enable a higher standard of conduct, but will also ensure that one's actions not only adhere to the moral minimum, but strive to achieve higher ethical soundness.

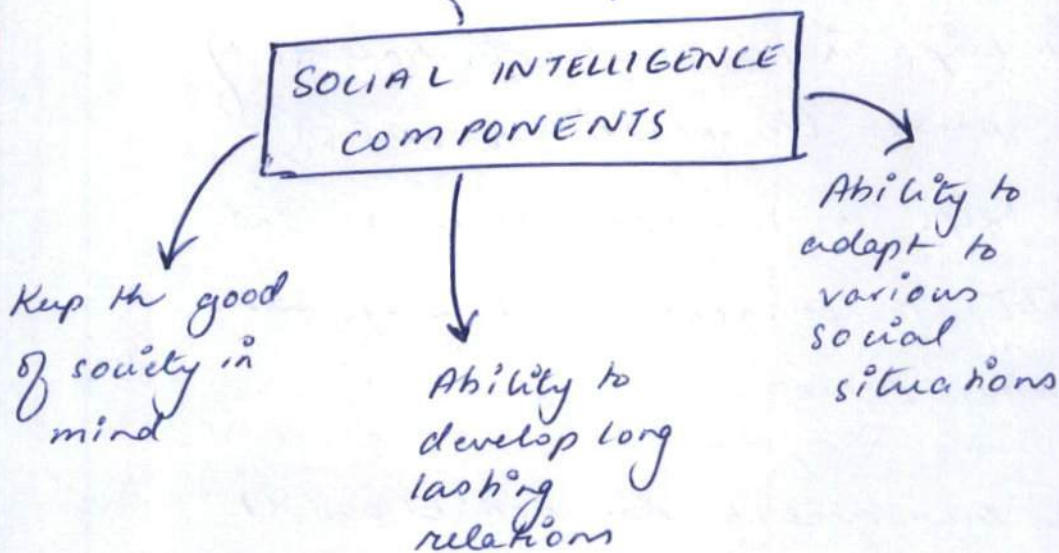
4. (a) What do you understand by Social Intelligence? Discuss its relation with the Emotional Intelligence of an individual. (150 words) 10

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

Social Intelligence refers to the ability to assess and understand the impact of one's actions on society and act accordingly.

Desire to build social capital

Not isolated view of man as an atom



The relations of SI and EI are as —

- Society comprises individuals who

have emotions.

o Social Intelligence enables us to engage socially, while EI helps in assessing emotional requirements of a person

(eg if we see a child stressed in school, EI will help understand his problems, SI will help talk to teachers to address it)

o EI and SI help create holistic personality (one is incomplete without another).

o SI helps in the external balance of a person (in relation to others), EI helps in internal calmness, and ability to connect emotionally with another person.

It is thus evident that both EI and SI are complementary systems, which help in the growth of a person holistically.

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 civil servants in India as guided by the Code of Conduct Rules 1964, and committees like Hota and Santhanam recommended a code of ethics.

Code of Conduct presents a structure to organized values as -

- It helps decide the moral minimum
- It helps govern right from wrong (eg can't accept gratification)
- It enables a strong value system (eg neutrality in decision making)
- It enables action if violations are found.

The Code of Ethics gives a foundation to that structure as -

- It enables the critical assessment of right and wrong.
- Delves into deeper questions (eg Code of Conduct only denies gratification, Code of ethics promotes integrity, probity)
- Helps in setting standards of conduct for newer officers.
- Helps in providing a basic framework to decide on moral minimum.

It is thus evident that a Code of ethics is imperative in a society which values its ethical foundation. While a code of conduct is necessary, it is far from sufficient in achieving a strong ethical foundation.

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 refers to the feeling of distress for one's pain and the desire to alleviate it. Wisdom refers to prudent and thoughtful behaviour reflective of intelligence.

Wisdom helps achieve perfection

as - It enables one to gain deeper insights into the world (eg wise to understand the ill of society, like Gandhi's repudiation of caste)

It enable a careful assessment of right and wrong

It enables one to choose the best path for oneself.

However, along with wisdom, one must be compassionate as —

- Pure wisdom may lead to one overlooking other's interests

- It may lead to one hurting others

- Compassion enables a healthier social fabric

(eg people cooperate to help those in need, while mere wisdom may not lead to this behaviour).

It is thus evident that wisdom is critical, but not sufficient for perfection. Compassion provides a humane face to wisdom, so an individual can work for the welfare of mankind, not just oneself.

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. APT Abdul Kalam's life was one of virtues, for as the President of India, he soon became a familiar face in every household, emerging as the people's president.

Dr. Kalam's life presents virtues and lessons to be learnt by public servants as -

• He helped put forth new standards of integrity, with a clean record and no allegation of corruption.

• Put forth an example of how to be responsive (eg letters written to him got responses, follow up action)

◦ live a life of dignity - He maintained the value of the chair by gracefully and responsibly acting for welfare of people.

◦ Humble attitude - His actions put forth the importance of being humble and not arrogant (eg met everyone with equal respect)

◦ The need to excel - His life taught the need to always strive for betterment.

It is thus evident that Dr. Kalam's life has innumerable valuable lessons not just for civil servants, but public at large. These principles can result in improved governance, which is not only good, but also humane.

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।

A citizen's charter is a voluntary written declaration, which helps in people know the standards, openness and function of an organization.

Information which should be made available to the public via citizen's charter includes —

- ① Standards - It will help assess if the company is meeting them.
- ② Choices - It will help people effectively know what choices they have so they can keep their interest in mind.
- ③ Help - This provides people the means

through which they can
seek assistance if needed

- ④ Grievance Redressal — Helps people understand modes available to seek redressal.

Steps to ensure successful implementation
of Citizen's Charter include -

- Goals set must be realistic
- Timebound goals
- Accountability mechanism (eg Audit to assess compliance)
- There must be set skill upgrade, awareness of staff to fulfill mandate.
- Charter must be created after stakeholder consultation.
- Awareness generation of public

Citizen's Charter is the key pillar of organizations adhering to certain standards in their conduct. All efforts must be taken to enable implementation

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 recent African refugee crisis has brought to the fore the need to acknowledge human rights in international sphere.

Respect for human rights and humanitarian principles is the responsibility of all members as —

o If this respect is not there, scope for violation of rights increases
(eg Rohingya crisis in Myanmar)

o It leads to dereliction of responsibility
(eg Europe in case of African refugees paid Turkey to shut access)

o It leads to scope for furthering a system of closed society and propaganda (eg Jews during Hitler's time)

The roles and responsibilities of states for protection of refugees includes -

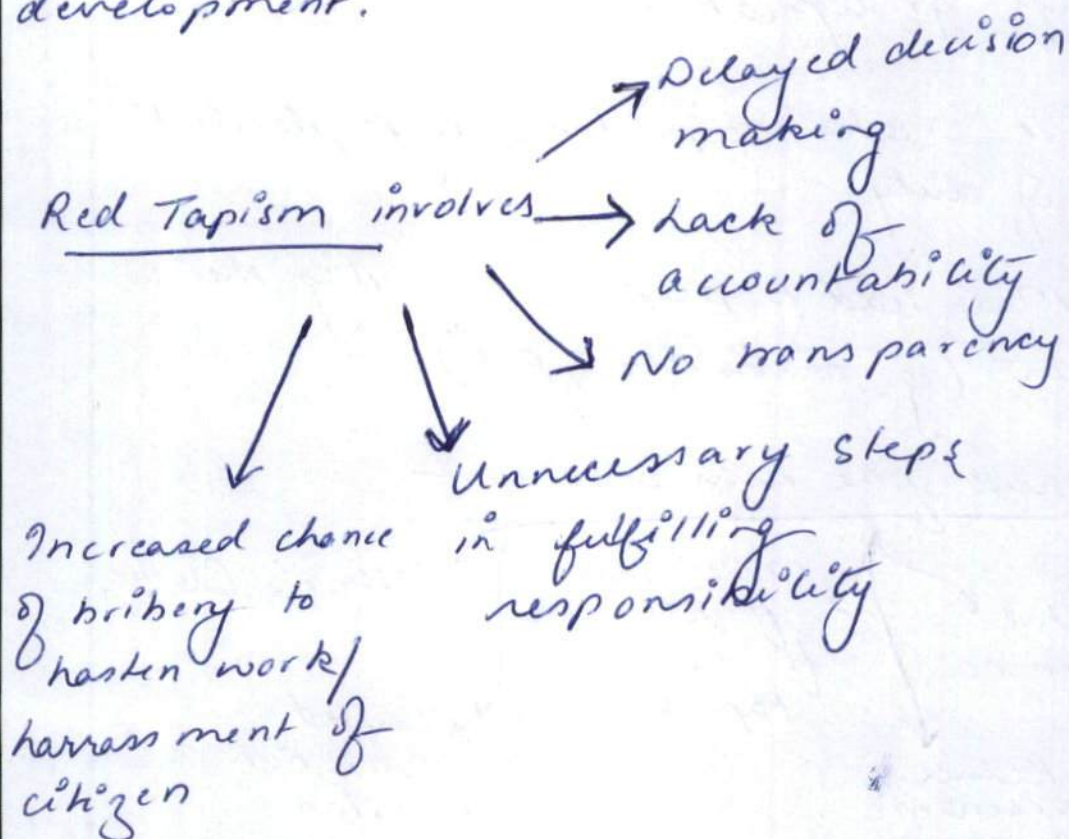
- Creating legislation to clearly define refugees (including environmental)
- Ratify the international convention and protocol (1951, 67) for refugees.
- Strive for rehabilitation (as seen in Germany's 'Willkommenskultur')
- Not dislocate them to unstable areas (eg Bashan char for Rohingyas in Bangladesh)
- Provide financial aid, food, sanitation, etc
- Equal responsibility (unlike the Dublin principle of Europe where responsibility is of countries where refugee lands)

Refugees, with 80% being women and children present a human rights nightmare. There is an immediate need to cooperate to ameliorate their condition.

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?

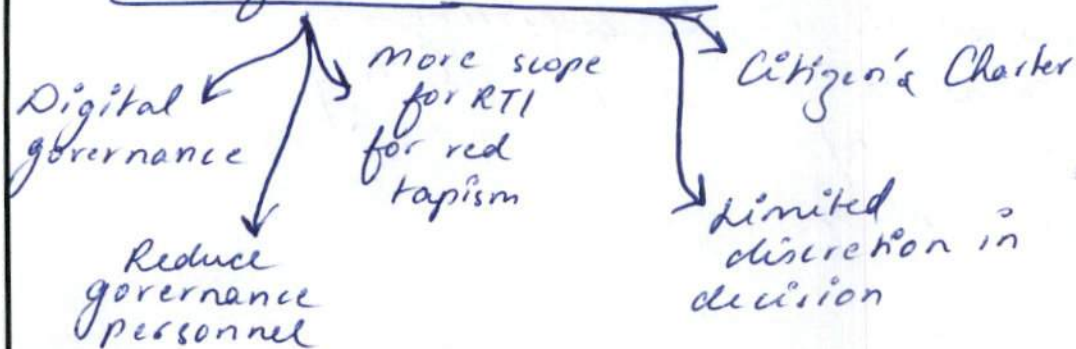
The PM recently stated that India would move from a culture of red tape to red carpet in governance and development.



It is considered a hurdle in the transition to citizen centric governance as —

- People don't have answers to why work is not being done
↳ lack of transparency.
- Space to bureaucratic inertia
- It enables exploitation of citizens (eg pay bribes, demand for gratification)
- It creates scope for delays, dereliction of duty.
- May lead to people not getting their due (eg maturity of PPP)

The need of the hour is thus -



Red Tapism is a bane for good governance and all efforts must be taken to bring an end to it.

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।

Parts of the case

I am the Cabinet Secretary who has to approve vaccine for COVID

Some international vaccines are expensive

- Indigenous vaccine may take months if rigorous process followed

VALUES in question

- Availability of resource
- Equity
- Efficiency

STAKEHOLDERS

- General public
- myself (as Lab sec)
- Vaccine producers

Ethical Dilemma

Efficiency v/s Cost

Fast paced approval v/s efficacy

@ CRITICAL ISSUES involved in case are —

- Availability of vaccine to all (if it's expensive)

- Process to be followed if safety is to be ensured
- Collating/reliance on international data (it could be that data is not 100% reliable)
- Question of adequate availability of vaccine.
- Approval process - how to ensure there is no lobbying/backchannel manipulation
- Question of side-effects/all consequences if early-use approval is granted.

6) COURSE of ACTION

- Create a team with experts and private sector to assess all vaccines
- Call for international validation with WHO
- Enable a public availability of data so transparency is maintained
- Crowdsourced fund for vaccination

- Coordinate with CDSCO for regulation
- Comparison of indigenous vaccine's efficacy with foreign ones.
- Create list of frontline workers / prioritise access.
- Create special portal to grievances related to vaccine / process involved.

This course of action is suitable
as —

- It allows for the best vaccine to be available to people
- Allows crowdsourcing for access to the poorest / most vulnerable (eg LGBT, old people)
- Allows for international expertise (eg WHO)
- Allows for cooperation with the CDSCO (legally sound)
- Data of efficacy crosschecked

- Approval mechanism is transparent
- Best interest of all stakeholders
- Prioritises access in accordance with exposure.

The COVID-19 pandemic poses new threats to the people, and it is imperative that a safe vaccine is adequately available at affordable cost. The above course of action helps ensure that.

10. Literacy levels have been increasing in India over the past few decades, and the literacy rate was found to be 74.04 per cent after the 2011 census. Though this increase in literacy rate seems like a very great accomplishment, it is a matter of concern that still so many people in India cannot even read and write. Children are going to school but not learning much beyond "floor level tasks".

Moreover, the higher literacy level has not resulted in better human values and this is manifested in the troubled atmosphere in the society at large. This failure of the education system to reform human behavior is troubling for a young democracy, like India. Given this situation, answer the following:

(a) What role is education expected to play in reforming human behaviour and inculcating human values?

(b) Do you think only the government is responsible for this state of the education system? If not, identify the stakeholders who should press for a change in the education system in this regard. (20)

पिछले कुछ दशकों से भारत में साक्षरता का स्तर बढ़ रहा है, और वर्ष 2011 की जनगणना के अंतिम आंकड़ों के अनुसार भारत में साक्षरता दर 74.04 प्रतिशत रही। यद्यपि, साक्षरता दर में यह वृद्धि बहुत बड़ी उपलब्धि की तरह प्रतीत होती है, तथापि इसके साथ चिंता का विषय यह है कि अभी भी भारत में अत्यधिक संख्या ऐसे लोग विद्यमान हैं जो पढ़ और लिख नहीं सकते हैं। बच्चे शिक्षा प्राप्त करने के लिए विद्यालय तो जा रहे हैं लेकिन वे अभी भी स्तरीय ज्ञान से अधिक कुछ नहीं सीख पा रहे हैं।

इसके अतिरिक्त, उच्चतर साक्षरता से बेहतर मानवीय मूल्य परिलक्षित नहीं हुए हैं जिसे समाज में व्यापक रूप से अशांत वातावरण के रूप देखा जा सकता है। मानव व्यवहार में सुधार लाने में विफल शिक्षा प्रणाली भारत जैसे नवोदित लोकतंत्र के लिए समस्या है।

इस परिस्थिति को देखते हुए निम्नलिखित प्रश्नों के उत्तर दीजिए:

- (a) मानव व्यवहार में सुधार लाने और मानवीय मूल्यों को विकसित करने में शिक्षा द्वारा निभाई जाने वाली अपेक्षित भूमिका क्या है?
- (b) क्या आप मानते हैं कि शिक्षा प्रणाली की इस दशा के लिए केवल सरकार जिम्मेदार है? अगर नहीं, तो उन हितधारकों की पहचान कीजिए जिन्हें इस संबंध में शिक्षा प्रणाली में बदलाव लाने के लिए दबाव डालना चाहिए।

FACTS of the CASE

- Literacy has increased to 74.04%
- However, so many people still can't read/write.

- Higher literacy hasn't lead to human values.

Values in question

- Right to education
- Quality over quantity
- Adequacy
- Equity

Ethical Dilemma

- Quantity of education v/s Quality of education
- Value less literacy v/s Value positive education

Q) Role of education in reforming human behaviour and inculcating values is as -

It helps establish minimum standards of behaviour.
eg if a person knows violence is bad, one is likely to not aid

riots etc.

◦ Education helps in developing ability to engage in critical reasoning.

◦ It enables one to question pre-existing ideas.

(eg if one sees a patriarchal practice, but is educated about feminism, one is likely to question it)

◦ It helps in awareness about different value systems (eg equality, liberty etc)

◦ It enables one to respect other's point of view.

⑥ Role of government in this state of education system -

◦ Government schools form a majority in remote areas.

◦ Government teachers are employed in large numbers

◦ However, often, focus is on

basic minimum instead of inculcating values and ensuring growth.

OTHER STAKEHOLDERS who should press for a change in education system are —

PARENTS - They are responsible for the quality of education imparted and must strive for improvement.

STUDENTS - They are most impacted by the quality and must push for more inclusive systems.

TEACHERS - They shape the future of the country and must strive for betterment.

SOCIETY AT LARGE - With better education system, society as a whole benefits. There must be social audit of education system.

INTERNATIONAL COMMUNITY - As the world deals with various problems, bodies like UNESCO must strive to improve education systems.

Education (which is value positive) is the need of the hour if India is to prosper, and have the potential to make a change. As Gandhi said, be the change you want to see, the Indian education system must improve for the betterment of all.

11. Problems surrounding air pollution present an urgent challenge for many countries, including India. Among other reasons, this challenge has been exacerbated by the indifferent attitude of people towards it. Various studies have pointed out the harmful effects of air pollution. Despite the government bringing various regulations on activities like stubble burning and bursting fire crackers, people violate them.

(a) Discuss the reasons behind such behaviour on part of society towards air pollution.

(b) Suggest measures that are required to be undertaken to nudge people towards pro-environment behaviour. (20)

वायु प्रदूषण के चतुर्दिक समस्याएं भारत सहित कई देशों के लिए एक गंभीर चुनौती उत्पन्न करती हैं। अन्य कारणों के बीच, इस चुनौती को इसके प्रति लोगों के उदासीन अभिवृत्ति से और बढ़ावा मिला है। विभिन्न अध्ययनों द्वारा वायु प्रदूषण के हानिकारक प्रभावों को इंगित किया गया है। सरकार द्वारा पराली जलाने और पटाखे फोड़ने जैसी गतिविधियों पर कई तरह के विनियम लागू करने के बावजूद लोग इनका उल्लंघन करते हैं।

(a) वायु प्रदूषण के प्रति समाज के इस तरह के व्यवहार के कारणों पर चर्चा कीजिए।

(b) उन उपायों का सुझाव दीजिए जो पर्यावरण समर्थक व्यवहार के प्रति लोगों को आकर्षित करने के लिए आवश्यक हैं।

FACTS of the CASE

- Air pollution is harmful for all
- State has brought out laws to curb it
- People have indifferent attitude and violate laws.

VALUES in question

- Respect for law
- Right to clean environment
- Sustainability

STAKEHOLDERS

- Society at large
- Government
- Violators of law

② Reasons for such behaviour
of society towards air pollution —

- Non-recognition of responsibility
(eg people think it's someone else's
job to keep air clean)
- Habit
(eg to smoke in public)
- Economic compulsion
(eg to burn stubble despite ill effects)
- Traditions & culture
(eg to burn fire crackers despite
knowing it's bad for environment)
- Non application of critical
reasoning / herd mentality.
- Lack of concern for future
generations, sustainability.
- Thrill in violation of laws
- Lack of fear that authorities will
take action / Punish

⑥ Measures needed to nudge people towards a pro-environment behaviour are —

- Awareness right from early days in school
- Encouraging children to correct parents if they are wrong (eg children can ask parents to not buy crackers)
- Mass media campaigns to instill consciousness among people
- Awareness about laws (sometimes people commit an act without knowing it's a crime)
- Engage with senior leaders in villages (eg Sarpanch) to take the issue to local areas.
- Provide alternatives (eg green crackers or Pusa decomposer)

◦ Invest in R&D and make people more accountable for choices (eg select time for crackers on Diwali)

◦ Advertisements before movie screening, on TV, radio etc.

◦ Imposition of strict fine for violation.

◦ Local volunteers in RWA, societies, municipalities to be empowered to stop violation of laws.

Air pollution is an ill which can destroy all efforts at progress since it spreads its tentacles into our body without us even realising it. All efforts must be taken to curb it before it's too late.

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?

Facts of the case

- many civil servants are present on social media.

- I am an IAS officer heading a panel to revise rules for conduct on social media.

Values in
Question

- Freedom of Speech
- Dignity of Post
- Responsible behaviour

Stakeholders

- All Officers
- Society at large
- Myself, as head of panel

Ethical Dilemma

Freedom of
speech v/s

Restriction due to
job

Dissent/
Violation of
rules v/s

Genuine criticism

@ ISSUES with civil servant expressing
views on social media are -

- Security - They may give out various sensitive details
- Against government's stand on various issues

- o may be seen as an attack on the government
- o may lead to action against officer (eg show cause notice)
- o It may be mistaken as the official government stand.
- o It may lead to violence / bullying of the officer on controversial topics.

⑥ Criticism of government policy on social media has its benefits as -

- o Allows civil servant to express personal views (freedom of speech)
- o People are aware of the position of the bureaucrat.
- o Allows him to relieve his conscience.

However, there are challenges to this as -

- o Social media is not an appropriate forum to critique policies

oIt may be used to gain publicity
(eg form a political party after
gaining traction)

oIt may lead to tension in state
machinery (eg as DM and SP head
the state administration)

oIt may lead to hostility with
seniors and legal action

① Civil Servants conduct on social
Media must be guided by the
following principles -

- Accountability (criticism must not be
to gain popularity)
- Must first put a disclaimer
that personal views are not
government views.
- Must keep private lives personal,
not behave like celebrities.

- Must be guided by interest of the people (eg use platform for scheme promotion, awareness)
- Must keep in mind neutrality, not favour one party/other.
- Avoid sensitive topics (eg riot, linguism etc)
- Handle must be for professional purposes and to enable quick grievance redressal (by 24x7 availability)

Social media presents as many opportunities as it presents challenges. Civil Servants must be cautious in ensuring that the platforms are used for the best interest of all, not for vitiated motives.

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।

Facts of the case

- Economic growth is the aim of various economic policies.

- However, along with benefits, new challenges have also arisen with growth.

Values in question

- Quality growth
- Equity
- Development

Stakeholders

- Society at large
- Economic systems
- Policy makers
- Global economic systems

Ethical dilemma

- Fast growth v/s equitable growth
- Focus on quantity v/s quality development.

① Rational behind GDP growth being the pillar of economic policies are-

- Easily measurable using various formula (eg income or output based)

↳ Quantifiable data for various sectors available

- Global system

↳ This enables easy comparison

between countries to assess progress.

- It's holistic in approach

↳ covers capital goods, services, consumer goods, inflation etc.

- System of analysis has matured with various countries adopting convergent methods.

↳ Help in decide external loans, conditionalities, fulfillment of reforms etc.

⑤ There is a need to go beyond GDP growth and re-assess measure

of development as -

- GDP overlooks equitable distribution of resources.

- It overlooks the end use of resource (eg equal weight to liquor industry and education)

It focuses on shallow parameters of growth, not on quality of development.

o limited approach

↳ often includes care economy (eg women at home)

Some of the components which need to be complemented with GDP growth are —

o Capacity development (Sen)

↳ Need to focus on skill acquired over time

o Regional Balance in GDP and growth narrative

o Quality of growth, not mere quantity.

o GNH - Gross National Happiness as in Bhutan

o Equity - If the poor also benefit from policies

- Security (eg gender security)
- Inclusion of care economy.

GDP is but one method of assessing economic growth. A more holistic approach is essential if inclusive development is the need, and if equitable justice is the goal.

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।

Fact of the Case

- Covid-19 is still a scare, but lockdowns are being relaxed,

- Behavioural changes are needed.

Values in Question

→ Compliance to law
→ Care for others
→ Self-help

Ethical dilemmas

Freedom to act v/s Forced Change

Protection to others
(Responsibility/
Duty) v/s Act as one wants
(Right)

(a)

Behavioural change is seen to be
desirable in India as —

- The government doesn't have the capacity
of constant surveillance
(eg via fines)

- It helps in sustainable changes (as
change due to fear is temporary)

- It will lead to protection of not just
oneself, but fulfill duty towards others

- Helps set good example, so others
can emulate

(eg celebrities wearing masks and
sanitizing influenced others to do it too)

- Non costly option to save lives.

⑥ Role of different Stakeholders in
helping communities adhere to
desired behaviour -

Police - Fining and punishing for violation

NGOs - Creating awareness, and providing aid for change (eg soaps to poor, masks etc)

RWAs - Enabling segregation of waste

Celebrities - Setting standards for people to emulate (eg by wearing masks)

STATE/ Government - Taking out campaigns & encouraging change

Society at large - enable self-regulation and calling out violation/ rewarding positive behaviours.

② Challenges in bringing about behavioural change, especially in times of anxiety and uncertainty include -

- Unwillingness of people to abide by norms to display autonomy/ retaliate.
- Depression, bipolar disorder, other problems preventing self-fulfilling behaviour.
- Desire to show one's 'macho' 'fearless' or masculine attitude by not fearing covid.
- Limited awareness about the ill of covid (many take it lightly like regular fever).

- o There is a sense that COVID is over (conspiracy theory believers)
- o Many celebs/leaders promoting 'no-mask' behaviour (counterproductive)

COVID-19 presents a pandemic, which has transformed the way we will. Taking the lives of millions of people, it has taught the world how to survive, behaviours must change. India must be quick in adopting before it's too late.