



# VISION IAS

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## GENERAL STUDIES (TEST CODE : 1525)

Name of Candidate	Prakhar Kumar Singh		
Medium Hindi/Eng.	English	Registration Number	504766
Center	Online	Date	17/12/2020

### 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 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।
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।

16-B, 2<sup>nd</sup> 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.

## 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।

Administrative discretion refers to the situation when final decision rests in the hand of executive administration.

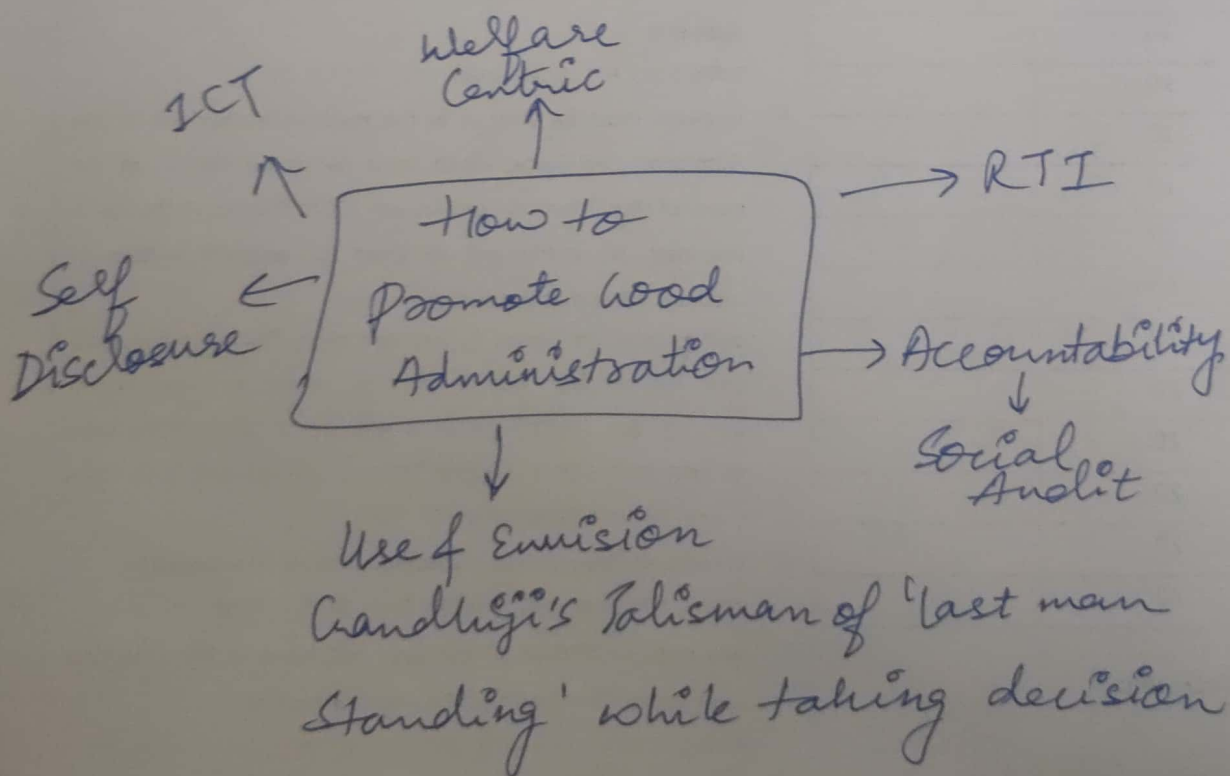
### Blessing

- 1) Faster decision making.
  - 2) Removes policy paralysis.
  - 3) Effective resolution of grievances.
  - 4) Minimum Government, Maximum Governance principle
  - 5) Promotes efficiency and good work culture.
- Ex - giving licenses & NOC to firms.
- Ex - Kaurav Agrawal implemented file tracking system of reduced delays in DM office

However its misuse can be curse as it can be used for -

- 1) Nexus between Bureaucrats & Politician.
- 2) Promotes Corruption at local level.
- 3) Decision may not be holistic.

Ex- Discretion to administration in providing rights under Forest Rights Act, 2006 has caused inconvenience to tribals.



Administrative discretion should be minimised in favour of ICT, Outcome budgeting for maximum welfare of

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?

As Kaushik Basu postulates, Indian society has proliferated 'Sansekrutisation of corruption' i.e. its normalisation.

Reasons

"Corruption greases the wheels of administration"

- 1) Fulfilling 'ego needs' of individual, as said by Abraham Maslow.
- 2) Peer pressure from colleagues.
- 3) Faulty socialisation where money is valued more than ethics of a person.
- 4) Weak law enforcement.
- 5) Delay in trials of accused.
- 6) Decaying moral principles.

This 'acceptance' can be shifted to 'rejection' by -

- 1) Value education right from childhood as postulated by S. Radhakrishnan.
- 2) strong & effective law enforcement.
- 3) Fast track courts for corrupts.
- 4) Raising salaries in public sector in tune with private sector.
- 5) Right Role Models → Public Service (T.N. Seshan, S. Sankaran).  
↳ leaders (Lundhiya, Dr. B. R. Ambedkar)

"Secrecy is an ally of corruption".

Hence, Interventions like RTI, Social Audits, Citizen Report Cards can further help reduce corruption.

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 practice refers to using ethical principles in decision making and articulation of interests of stakeholder by a firm.

How it ensures long term survival

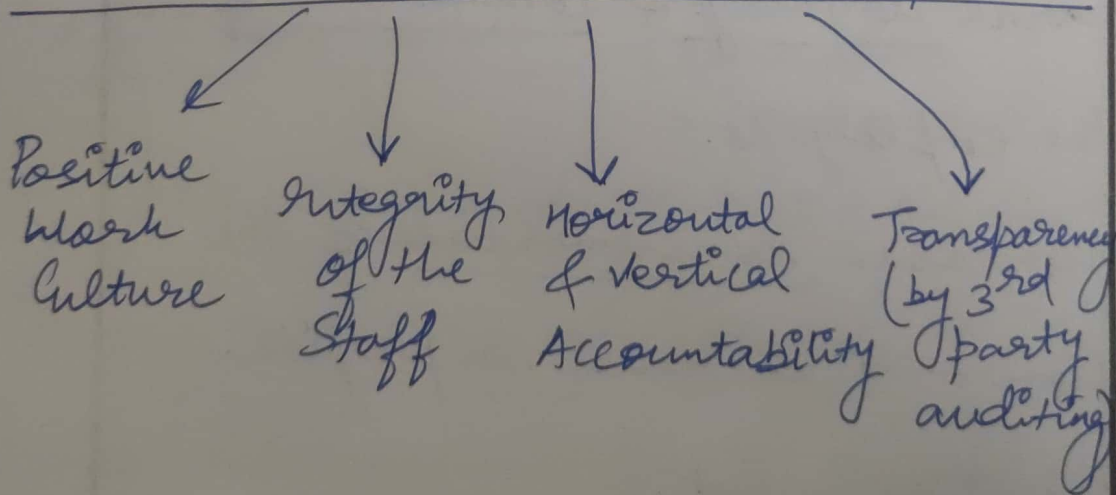
- 1) Increases brand image of company.
- 2) Earns loyalty & commitment of the employees.
- 3) Increases consumer base of the firm → increase in profits.  
Ex- Tata Group.
- 4) Increase profits by higher market & share price due to higher trust in the firm.

Unethical business practices may help in short term but will fail in long term.

Ex- Harshad Mehta became highest tax payer in early 1990s but soon came down due to corrupt practices.

Ex- Yes Bank, IL&FS, PNB Scam, Nirav Modi.

How to ensure ethical business practices



Ethical business practice is also in line with Deontological duty of the firm (doing right in all circumstances)

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 is the ordinance of reason to achieve an objective" — Thomas Aquinas.

Conscience is the self constitution of an individual.

Law + Conscience = Ethical behaviour.

Law + Without Conscience = Followed in letter not spirit

Law may not end up serving its purpose if it is not backed by conscience —

- 1) Bursting of coaches in spite of ban.
- 2) Helmets were introduced as 'ends' (for saving life) but now used as a 'means' (to evade fines).
- 3) low tax penetration (~1-15% pay).

Law when backed by conscience ends up  
changing behaviour -

- 1) Prevention of Civil Activities Act -  
large scale reduction in discrimination  
against SC/ST.
- 2) Polio vaccine program - 2014  
eradicated from India.

How a law should then be framed

- 1) By participation & bottom up  
approach (NITI Aayog).
- 2) As Napolean Bonaparte said, "A law  
should be so simple to be understood  
by a peasant & so small to be kept in  
pocket".

Law framing should hence involve  
effective stakeholder deliberation (Parliamentary)  
Committee to be inclusive.

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.  
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

*Injustice anywhere is a threat to justice everywhere* (150 words) 10

The above statement refers to the importance of speaking up against atrocities & act of deliberation.

A person should not be silent against discrimination, otherwise it can lead to propagation of -

- 1) Patriarchy
  - low political participation (~14.2% LS).
  - High Gender Wage Gap (~34%).

2) Domestic Violence - An increase of 68% amidst COVID-19 (WHO).

3) Manual Scavenging

"Injustice Anywhere is a threat to Justice Everywhere"

Hence, A person should effectively speak up against issues that matter as it will lead to -

- 1) Course Correction - Malala Yousafzai spoke against terrorists for her education.
- 2) Propagation of peace & prosperity  
Gandhiji spoke up against atrocities of Britishers.
- 3) Propagate feeling of brotherhood & communitarianism.

As Plato said, "The price good men pay for being silent is to be ruled by evil men".

Hence, As Luther King has said,  
Speak up before it's too late.

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

The above statement is the testimony of difference between law & ethics.

<u>Law</u>	<u>Ethics.</u>
1) Ordinance of Reason	1) Established standards for right/wrong
2) Has statutory backing	2) No such backing
3) Act needs to be committed in order to be illegal	3) Even the thought of unethical act makes one guilty. Hence it is more rigorous.

Ex- A person is planning to rob a bank. He has already committed an unethical act by thinking so, while the act will become illegal if he actually robs it.

This is so because Kant has a duty based ethics which does not consider purpose, circumstances, object, consequences of any action. It follows the deontological approach of the universal principle of categorical imperative.

Ex- Thought Crime (Novel: 1984 by George Orwell).

Law on other hand has laid down principles which trigger only when an act occurs i.e. it is post-facto.

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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।

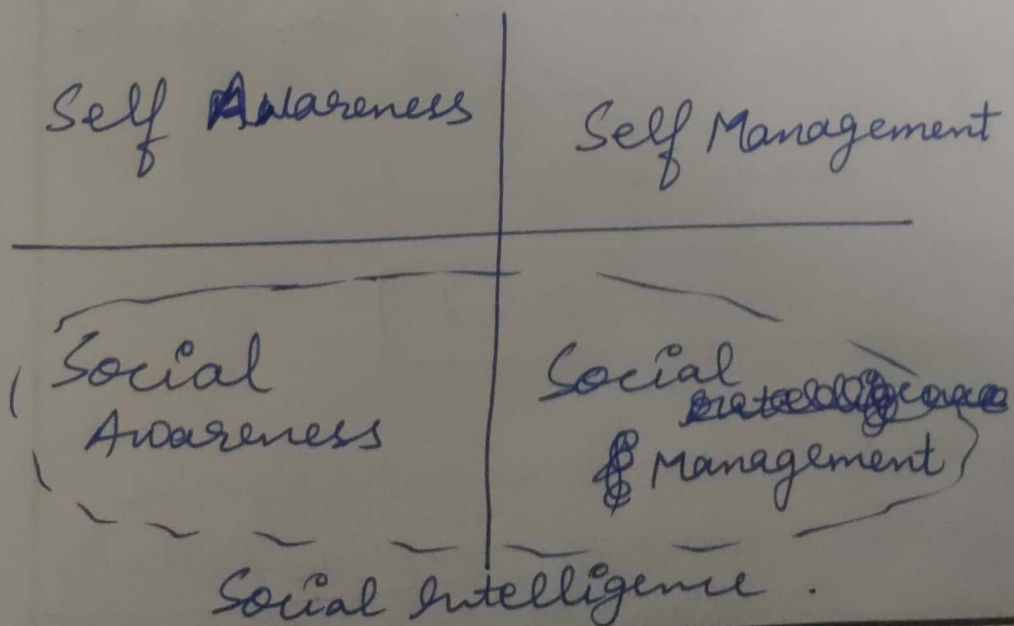
Social intelligence refers to knowing & understanding the social situation in order to come to a reasoned understanding.

Social & Emotional Intelligence are effectively interlinked.

~~Social Int~~

Daniel Goleman proposes 4 phases.

for EI -



Social Intelligence will help in -

- 1) Understanding the need of others.
- 2) Showing empathy & compassion in the situation.
- 3) Appropriate reaction on the spot.
- 4) Showing art of leadership in the crisis.

Emotionally Intelligent can then use such information to → mould one's own behaviour

- Showing self confidence in crisis.
- Courage of conviction.

$$EI + SI = \text{Wise Mind}$$

Hence, Social & Emotional Intelligence can help an individual react holistically in any situation.

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

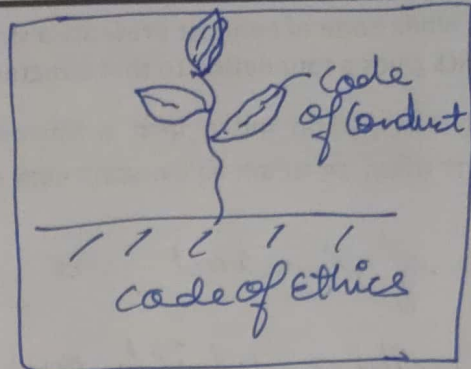
जहाँ आचरण संहिता संगठित मूल्यों के लिए एक संरचना प्रस्तुत करती है, वहीं नीतिपरक आचार संहिता उस संरचना को एक आधार प्रदान करती है। परीक्षण कीजिए।

Code of conduct are organisational principles which one is required to follow while working there. Ex-

All India Conduct Rules 1964.

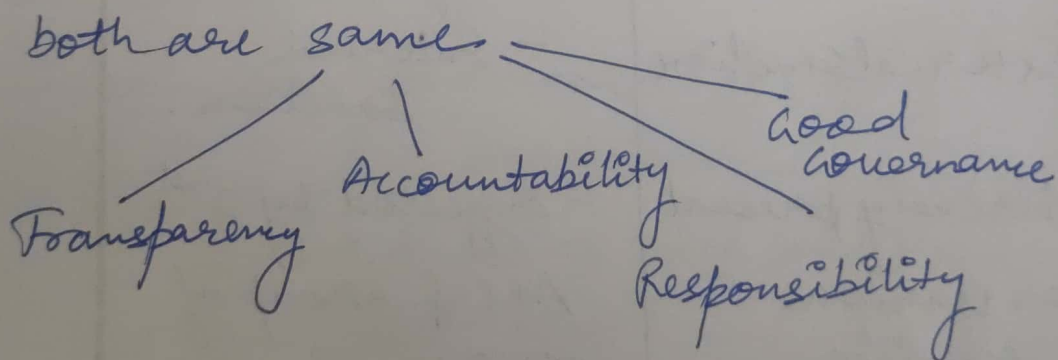
<u>Code of Conduct</u>	<u>Code of Ethics</u>
- formal	- Informal
- External sanction	- Internal Sanction.
- Already present for various services.	- Suggested by 2 <sup>nd</sup> ARC & group of Ministers in 2013.
- legally binding	- <u>persuasion</u> rather than compliance
	- N.N. Vohra Comm. recommended.
	- <u>apolitical</u> .

Code of Conduct  
thus gives structure  
to values —



L which values to follow — Objectivity  
 L hierarchy of principles — Neutrality

Code of Ethics gives the foundation which are general & is needed for solid structure. However goals of



Code of Ethics must be supplemented for resolving  
Code of Conduct for effectively resolving  
Ethical dilemmas and Conflicts of

Interests.

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।

Buddhism propagates a compassion based ethics.

Compassion is the ability to feel the suffering of others & actively resolving the cause of that suffering.

Ex- Food distribution for hungry migrants by Bangla Sahib Gurudwara amidst COVID-19.

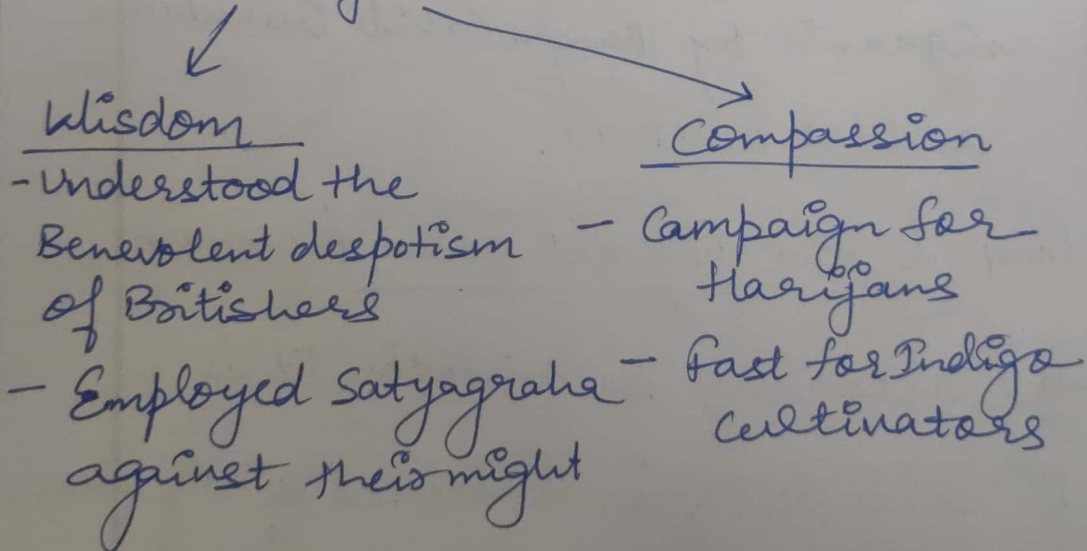
Wisdom is the highest good (Summum Bonum), according to Aristotle. It is the 6<sup>th</sup> sense which is unlocked after one achieves mastery over others.

A man becomes perfect when he has both the qualities — Wisdom & Compassion.

↳ Wisdom can be used by the person to 'understand the suffering' and 'the cause of suffering' of others.

↳ Then person can employ Compassion to allay the fear of that suffering and propagate peace (Dukkha Nirodha)

Ex- Gandhiji



As Thomas Aquinas has said, such

Cardinal Virtues can help in

propagating Lok Sangraha (Wood of All)

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 सदगुणों की एक विस्तृत शृंखला प्रस्तुत करता है। चर्चा कीजिए।

Dr. A.P.J. Abdul Kalam led a life  
which was a pilgrimage in which every  
act was significant.

Lessons & Virtues to be learnt

1) Compassion: He removed glass pieces from the boundary of his compound wall as it would hurt birds.

↳ For civil servants: necessary to provide effective justice delivery to vulnerables.

2) Simplicity: Believed in simple living, high thinking - only had 2 suitcases while living Rashtrapati Bhavan.

↳ For civil servants - Reduce 'ego-hedonism', lust for money → corruption.

3) Scientific Temper.

4) Collegiality - Once his colleague could not go for birthday of 6 yr old daughter, he being his boss went there.

↳ For civil servants: learn from other good initiatives of officers.

5) Honesty & Integrity

6) Dedication towards his work.

7) Leadership - Called "Missile Man" of India.

↳ Civil servants need to motivate their team to increase efficiency.

Ex - Somesh Suryanathi (IAS) removed AC from his office & got installed at Angamwadi Centre.

Dr. A.P.J. Abdul Kalam's life is an inspiration for all.

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.

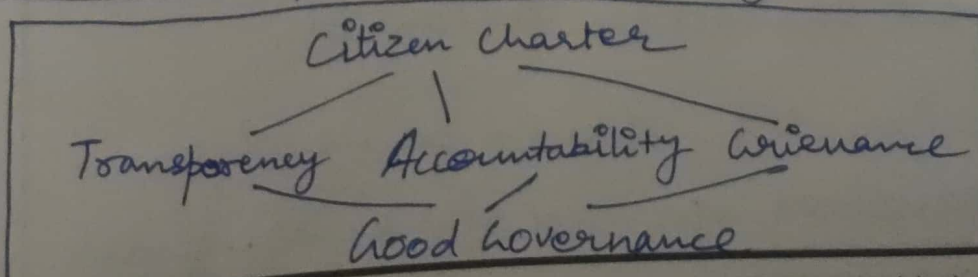
(150 words) 10

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 public statement by an organisation regarding the services offered, eligibility of customers and grievance redressal mechanism.

Essential information to be available

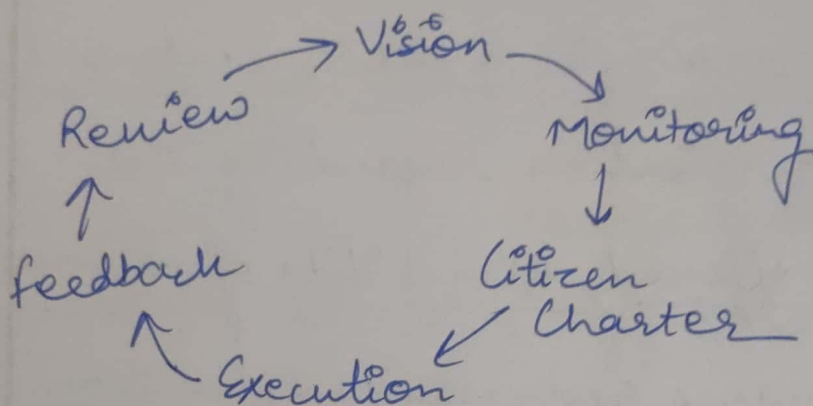
- 1) Vision & Mission of the organisation
- 2) Grievance redressal procedure.
- 3) Redressal and Recovery procedure.
- 4) Eligibility of customers.
- 5) Services provided by organisation



Steps for Successful Implementation

1) Form it after due consultation

2)



3) Training of the employees — Sensitivity Training

4) Provide Statutory backing

5) Ensure social audit and performance linked pay of employees.

↳ Right to Service Acts (Jan Sookha Portal, Rajasthan) & ISO:15700 Sevottam Model should be followed.

Citizen Charter should be used as a means for an 'end' of welfare of all.

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।

Human Rights are the rights which a person gets by the virtue of being a human. It is the most basic right & needed for human dignity.

Role of States for protection of Refugees

- 1) Shunning away from the responsibility to protect & giving a right to life to all (UN Human Rights Charter).
- 2) Building 'national fences' for refugees.
- 3) Communal violence.
- 4) Poverty & hunger.

Their actions are guided by  
Ethical Relativism as nations don't

want to — strain their resources —

— jeopardize relations with  
others.

— meddling into internal  
affairs of others.

Refugees are at loss of such politics  
and loss of 'ethics'. Nations should  
follow 'ethical absolutism' as it is  
the basic right of any human to have  
a life of dignity.

This is in line with Deontological  
philosophy of Kant and Sarvodaya  
(Upliftment of All) principle of  Gandhiji.

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 bureaucratic apathy and hurdles in project clearance and implementation.

Ex- 45 licenses required to open a restaurant in Delhi (Economic Survey 2019-20)

It is hurdle in Citizen centric Governance -

- 1) leads to policy paralysis.
- 2) Flight of foreign capital, low investment. leads to poor services. Ex- Slow Websites.
- 3) Rules-based bureaucracy rather than outcome-based.
- 4) Neutrality (Hobbes' bureaucratic trait) preferred over wisdom due to fear of 3Cs → CBI, CVC, CAG.

The need is to cut the 'red-tape' & move to democratic attitude of problem solving. As PM said, "Government is file while governance is life".

In line with Maxim of Minimum government and Maximum Governance Civil Servants should be given ICT-based autonomy for faster decisions so that policy uncertainty is reduced and citizen centric governance is at the heart.

In ans  
9.

## 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.

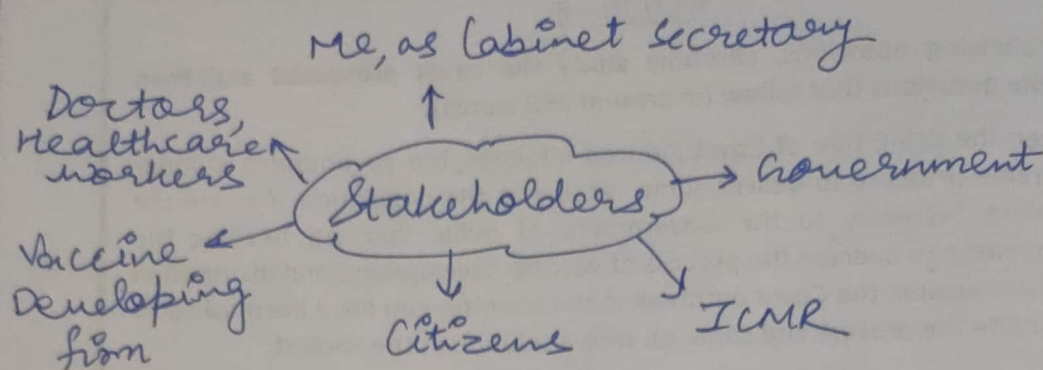
(20)

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।

Subject Matter: Development and  
distribution of potential vaccine  
for COVID-19.



i) Critical Issues involved in case are -

- 1) Expedited approval to potential vaccine candidate vs minute scrutiny of its efficacy.
- 2) High mortality rate of disease vs using vaccine without complete data.
- 3) Who should be given vaccine first?
- 4) How to distribute vaccines in a vast country like India - machinery to be used   
 → Cost  
 → Availability
- 5) Whether to go for complete vaccination of whole population or herd immunity

via vaccination.

6) Purchase of expensive vaccine for limited people or use cheap but unverified vaccine locally.

7) Complete trial of vaccine over deaths due to disease.

8) Whether to rely on data from clinical trials from other countries or complete own vaccine trial.

b) The Course of Action as Cabinet Secretary & head of development and distribution committee will be --

Action

Reason

1) Take stock of situation and find out about the stage in which current vaccines are.

1) In line with knowing & understanding stage of Kohlberg's theory.

- |                                                                                                                    |                                                                                                                                      |
|--------------------------------------------------------------------------------------------------------------------|--------------------------------------------------------------------------------------------------------------------------------------|
| <p>2) Call a meeting with vaccine developers, DA ICMR and Drugs Controller of India to expedite phase 3-trial.</p> | <p>2) Faster vaccine availability for critical cases as done in US, UK.</p>                                                          |
| <p>3) Order a couple of <u>million doses of Pfizer</u> vaccine allowed by other countries.</p>                     | <p>3) For emergency situations and extremely critical patients.</p>                                                                  |
| <p>4) Form a committee under Secretary Health to prioritise and give list who should be given vaccine first.</p>   | <p>4) <u>healthcare and other frontline workers like policemen</u> need to be given first to prevent collapse of infrastructure.</p> |
| <p>5) On the basis of recommendation, decide</p>                                                                   | <p>5) Prevent spread of disease to</p>                                                                                               |

that the country can first go far herd immunity in local hot spots.

new regions as rail transport opens.

6) Proper information dissemination via press conference.

6) To prevent panic from setting in while vaccine disbursement & prevent black marketing

7) Ask PM & other functionaries to take vaccine shot first, but only after it passes all clinical trials.

7) Induce confidence regarding efficacy & reduce vaccine hesitancy.

Vaccine should only be allowed when it passes all clinical trials as otherwise

it can lead to other complications.

The actions as Cabinet Secretary should be guided by Scientific Temper & Transparency.

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 <sup>system</sup> 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।

Subject Matter: Rising incidences of crimes (rapes, communal violence) in society in spite of increasing literacy level.

Values Involved

- Scientific Temper
- Empathy.
- Rationality.
- Education as a 'means'  
to further 'welfare' (end).

a) Role of Education in reforming human behaviour & inculcating human values-

- 1) Provide sense of rationality & logic to come to a reasoned understanding.
- 2) Step away from conservative discriminatory practices like untouchability, domestic violence.
- 3) Follow rule of law and ensure law & order.  
↳ Reduce communal violence.
- 4) Promote feeling of brotherhood in society.

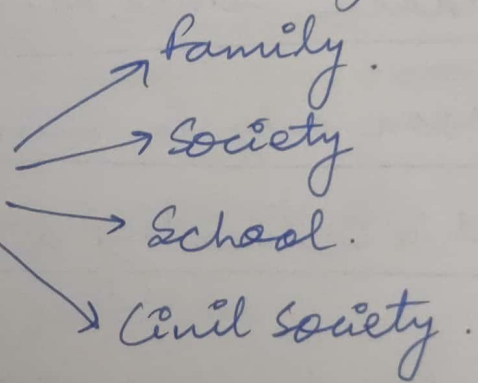
- 5) Ability to weigh in pros and cons of each situation/action on our own  
↳ Deradicalisation of society.
  - 6) Change conservative attitude towards vulnerable sections.
  - 7) Ensure positive human behaviour as postulated by Socrates.
  - 8) Respect others — elders, women etc.
  - 9) Inculcate universal values and propagate them — peace, justice.
  - 10) Take inspiration from great leaders (Gandhiji) and our freedom struggle (Art 51(A), fundamental duty).
- b) Though, government is the biggest stakeholder in education, it does not share entire blame.

Constraints  
for Government

- limited fiscal capacity
- Even educated people involved in corrupt practices (Teenu Joshi's ₹ 200 Cr corruption)
- Old outdated Curriculum
- People not changing their attitude
- Private-for-profit-education system.

As per

Other Stakeholders



Civil society / NAOs / NGOs should press

for a new education system. Social

Audits of government schools expenditure

can be done. Nukkad Natak for

providing information about  
efficacy of education to people.

Society - A child is like a clay who learns by imitation and observation.  
Good society builds good citizens.

Family - A person also learns values at home - from parents, friends as they are the 'first teachers' (Dr. Kalam <sup>said</sup>).  
As Martin Luther King said, "Educating a person only in mind and not in heart is educating a menace to society".

New Education Policy 2019 has postulated to inculcate new skills of critical thinking, scientific reasoning.

The need is to promote value education because 'knowledge without character'

is a sin according to handiye.

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.

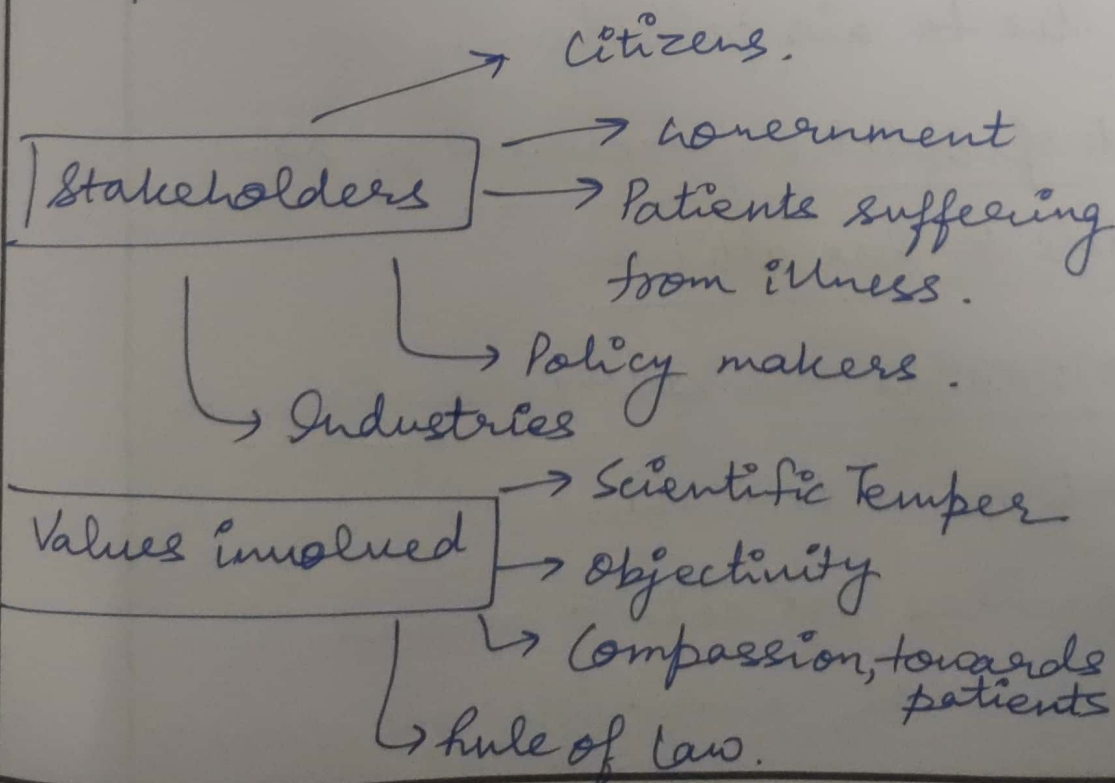
(b) Suggest measures that are required to be undertaken to nudge people towards pro-environment behaviour. (20)

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।

Subject Matter: Indifferent attitude of people towards air pollution.



a) Reasons behind indifferent attitude of people.

1) Not ready to change their traditional day-to-day lifestyle.

2) Lack of ability to look at long term effects of the problem and the 'invisible enemy'.

↳ Recently in Dec '20, UK court declared for the 1<sup>st</sup> time that a goat has died due to air pollution.

3) Lack of strict enforcement of law leads to lax attitude.

4) Not having monetary resources to switch to alternatives.

↳ farmers not able to afford harvesters, e-vehicles are expensive.

5) Traditional religious practices  
preferred over air pollution regulations.

↳ Bursting crackers.

↳ Turning Climate Change regulations  
into communal debates.

6) Low research in the issue & government  
not declaring climate emergency —  
people think it's a hoax

↳ US President declares Climate  
Change a 'hoax' and withdrew from  
Paris Agreement.

7) Attitude that it will not impact us.

8) Value erosion in people — Justice etc.

9) Prioritising Growth over Environment Sustainability.

**b** The need is to nudge people to  
develop pro-environment  
behaviour.

- 2) Give tax incentives to people who plant a certain no. of trees.
- 2) Compulsorily teaching environment science in school curriculum.
- 3) Jan Andolan to disseminate information to public regarding Climate Change.
- 4) Hoardings at public places, 'Honour Scroll' having names of people contributing towards the initiative.
- 5) Strict legal action & stopping govt. subsidy - electricity, fertiliser - for farmers doing stubble burning.
- 6) National leaders urging citizens to follow practices like switching off vehicle at traffic light.  
(Yale attitude change approach)

- 7) Rewarding people who practiced pro-environment behaviour like Jodan Payeng (Assam)- Molai Forest  
(Reward & Punishment theory of Kohlberg)
- 8) Incentivise public transport - Congestion tax etc.  
Climate change is real and the need is to mitigate and adapt to it.

As Gandhiji said,

"We have not inherited the Earth from our ancestors but on loan from future generations".

The government should declare a climate emergency (like UK, NZ) and nudge people to follow pro-environment practices in line with Right to Clean Air (Art. 21 - M.C. Mehta Case).

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:

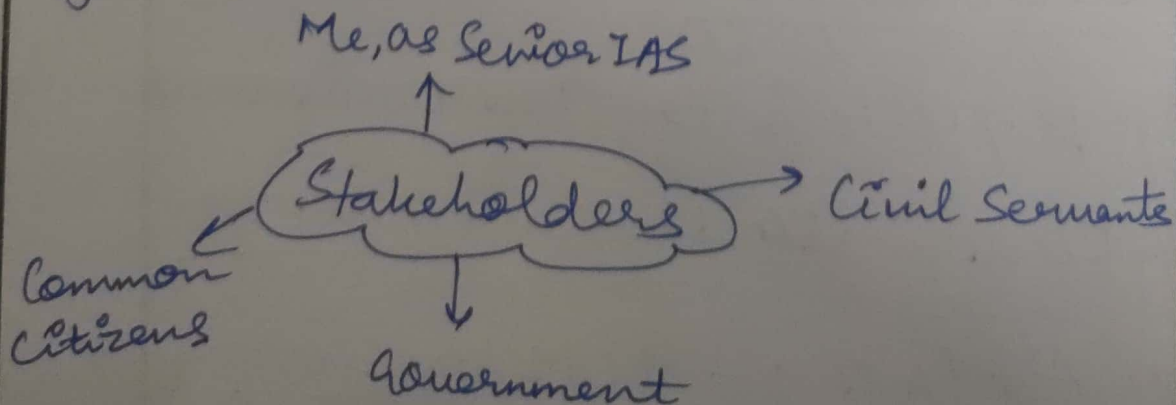
- (a) What are the issues with a civil servant expressing his/her views on social media on various matters?
- (b) Should criticism of government policies on social media by civil servants be allowed?
- (c) How should civil servants conduct themselves on social media? (20)

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?

Subject Matter: Civil Servants criticising government on Social Media.



- 1) Issues with Civil servants expressing views on Social Media -
- 1) Right to freedom of expression (Art. 19(1))  
Vs Civil Service Conduct Rules which command not expressing views against establishment.
- 2) Thomas Hobbes' Bureaucracy which is 'neutral' - this quality is endangered.
- 3) Right to express dissent with government policies - criticise it.
- 4) Working within the government and criticising it - Knower Doer split & Agent Responsibility theory -
- 5) Reduces trust of citizens with the administration.
- 6) erodes efficiency, discipline & loyalty

to the government, which are basic characteristics of bureaucracy.

b] Criticism by civil servants on Social Media should not be allowed.

→ Civil servants are the main policy makers & implementors of government's policy. Trust & discipline is necessary for effective administration.

2) Political class are regularly scrutinised every 5 years — so if they make a wrong policy, they will automatically be defeated.

3) Bureaucracy is like 4<sup>th</sup> lion of the emblem, not visible but undeniably important → Steel frame should maintain anonymity.

- 4) Their comments can be used to flare up violence by anti-social elements or by foreign players — tarnishing country's image.
- 5) Civil Servant might not know all sides of the issue on which he might comment  
↳ threaten public order, friendly relations (Art 19(1)(b)).
- 6) Civil Servants should conduct themselves on <sup>social</sup> ~~social~~ <sub>media</sub> —
- 1) In a neutral manner.
  - 2) Only sharing ~~para~~ information related to govt. schemes in a highly objective manner.
  - 3) Transparency & accountability to be ensured.

Q.12  
↳ If a Civil Servant has any grievances, he/she can write internally to the concerned officer or department.

↳ If there occurs a crisis of conscience which he/she is not able to resolve, then he/she should resign & then express views (Ex- Kannan Kopinathan)

Neutrality & objectivity are the main principles guiding Civil Servants according to Nolan Committee.

Civil Service Conduct Rules should have guidelines regarding their conduct on social media.

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।

Subject Matter: Growth vs Development

debate, Whether GDP is right index to measure success.

a GDP growth began to be used as pillar of economic success since early 1950s with establishment of World Bank & IMF. Rationale behind

it was -

- 1) To have an indicator which can be used to measure progress in the economies just after World War.
- 2) To further capitalism as a philosophy of institutions - as it depended on economic success & propagated by the hegemony USA.
- 3) To frame policies on the sectors which were lagging and ensure path correction.
- 4) To act as a guiding light and for international comparison of economies with entirely different political structure - it gave a uniformity.
- 5) To reduce poverty and hunger as it postulated a direct link between hunger & economic growth.

5) Need to reassess our measures and go beyond GDP growth -

1) Does not take into account negative externalities.

↳ A coal power plant generating more output than a small solar plant is still preferred.

2) Does not have methods to count for 'invisible work' like household work by women.

3) Not take into account environment sustainability.

4) 'Capabilities' and 'Skills' are not measured. (Not in line with Capability Approach of Amartya Sen).

5) Does not measure 'happiness' (ultimate goal according to Epicurus)

Some of the components which need to be complemented.

1) Happiness: Hedonistic approach says

It is the ultimate aim of human

life. Global Happiness Index by  
UN Sustainable Development Network.

2) Inequality: Distribution of income

among the public should be ensured

in equal manner. (Wine coefficient).

↳ Avoid concentration of wealth

(Art 39 (b) - DPSP).

3) Environment: With impending

Climate Change, Environment sustainability

to be included as a parameter.

↳ UNDP has included environment as

a parameter for 1<sup>st</sup> time in HDI 2020.

4) Taking unpaid services like that of women at home into account in calculation.

GDP should be complemented with other such indices to give an overall account of development of a nation.

Blutan has adopted happiness as an indicator.

India should not forget its principle of Sarvodaya (Uplifting All) in the blind race of High GDP growth rate. In the long run, a nation with healthy assets and environment is (Citizens) going to be the leader (Winston Churchill).

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।

Subject Matter: Tackling pandemic like

COVID-19 requires not only institutional but behavioural interventions for -

Values → Empathy  
→ follow law  
→ Rationality  
→ Scientific Temper  
↳ logic.

Facts of case  
1) Covid-19 & Economic recovery challenging at same time

a) Behavioural Change is desirable  
in India amidst COVID-19

- 1) Social Distancing is the only  
'social vaccine' until vaccine is  
not developed.
- 2) Difficult to control disease only  
via institutional & state measures.
- 3) Huge population & high density  
render India at a higher risk  
of spread.
- 4) Controlling disease at local level via  
self quarantine is necessary to reduce  
 $R_0$  (reproductive number) of disease.
- 5) Ease pressure on health system.
- 6) Masks and 'Do-GazDooari' can help reduce  
spread.

b) Role of different stakeholders in adhering to desired behaviour—

1) Civil Society - spreading information regarding disease via loudspeakers, health camps.

2) NADs - Reducing menstrual health issues (distributing sanitary pads), building communal harmony, busting fake news, helping administration in distributing food grains under PM Shree Kalyan Yojna.

3) Religious Trusts - organizing food for migrants, distributing slippers etc.

4) Individuals - Actors like Sonu Sood helping migrants return to villages.

5) Government → Guidelines (lockdown)  
→ Healthcare  
→ Administration (Information Dissemination)

6) Private Sector → Donate to PM CARES  
→ Rehame Hospital

Challenges in bringing about behaviour change -

- 1) Indifferent Attitude towards the disease - 'It will not catch us'.
- 2) Lack of awareness regarding the disease - 'it is like a common cold'.
- 3) Lax attitude of people in wearing masks, following social distancing protocols.
- 4) Corruption - Police taking half the fine & allowing people without mask to roam.
- 5) Communal disharmony - 'Tablighi Jamat incident'.
- 6) Stubborn attitude & lack of rationality.

Steps needed

- ↳ Social media & print media campaigns to disseminate truth.
- ↳ Use Yale attitudinal change approach - PM coming on TV to request mask usage & 'Do haz Doori'
- ↳ Strict fine on people not following law (₹ 1000 fine in Delhi on not wearing mask).

The best defence against COVID-19 is to 'break the chain' of spread.

Contribution of each citizen is necessary to do it & emerge out stronger on other side (Deontological duty)