



# VISION IAS

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## GENERAL STUDIES (TEST CODE : 1525)

|                   |             |                     |            |
|-------------------|-------------|---------------------|------------|
| Name of Candidate | NAMAN GOYAL |                     |            |
| Medium Hindi/Eng. | ENGLISH     | Registration Number | 933854     |
| Center            | ONLINE      | Date                | 23-12-2020 |

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

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## EVALUATION INDICATORS

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

Overall Macro Comments / feedback / suggestions on Answer Booklet:

1.

2.

3.

4.

5.

6.

All the Best

## SECTION - A

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

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

Ans) Civil servants are provided with discretionary judgements at points where either rules or law to take the desired decision is absent or situational basis judgement is required.

Administration discretion as blessing :

- ① For compassionate actions, administrative discretion can prove to be beneficial to sufferer.
  - ↳ (eg) to provide with rehabilitation under lawful condition to old woman if her house is dilapidated
- ② For security of the region or to maintain law & order
  - ↳ (eg) imposing Sec 144 during COVID-19
- ③ During disaster relief operations.
  - ↳ (eg) Provide relief & recovery

Administration discretion as curse:

① Use of provisions under RTI Act to abet disclosure of critical information under garb of security.

↳ (eg) to withdraw disclosure of infrastructure project under safety

② Against the principle of transparency, accountability & participatory governance

↳ (eg) may lead to frauds like MKSS Case in Rajasthan

③ Used to protect the political executive

④ Lack of welfare of public or issue developed later due to discretionary activities.

(eg) Discretion to not allow industry to setup led to unemployment

Hence, in present times steps like RTI, citizen charter, social audit ensures that the bureaucracy is open, accountable & unbiased with codified laws are followed

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?

Ans) Corruption refers to use of your position or power for personal benefits (monetary or non monetary)

|   |  |  |
|---|--|--|
| petty corruption<br>of <u>monetary</u><br>scale | <u>large scale</u><br><u>collusion</u> | <u>Inefficient</u><br><u>discharge of duties</u> |
|---|--|--|

Corruption has been socially accepted as:

- ① No longer part of value system of people to avoid corruption
- ② Honesty is diminishing with integrity. Ingrained in society since history
- ③ Acceptance that any public work can't be accomplished without corrupt practices.
- ④ Lack of feeling of 'why should I' to 'why can't I'

Rejection to Corruption:

- ① Stricter laws with less protection & exemption to administrator under Prevention of Corruption Act
- ② Value education, honouring honest public servants.
- ③ Proper socialisation at school, family & society level.  
↳ APJ Abdul Kalam ideas
- ④ sensitivity training, role playing
- ⑤ Accountability & Responsibility with transparency through RTI, citizen charter, social audit, Integrity pact
- ⑥ ensuring proper service delivery

Only societal levels measures can really abet corruption and change the attitude and behaviour of citizens. This would ensure better ranking from current 80/100 in corruption perception Index of TI

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।

Ans) Corporate governance refers to ethical conduct by all the stakeholders of the company. ethical business practices need to followed to avoid scams like Satyam, Lehman Brothers, Enron etc

Ethical Governance as key to survival of company:

- ① Legal invoice making & transactions would improve the credibility in the market
- ② Ethical conduct by the board of governors will instill confidence to the employees & investors.
- ③ Cartelization, monopolisation & lobbying may be beneficial in short term but have long term severe market repercussions.

- ④ Presence of Code of ethics & Code of Conduct remove ethical vagueness & ensure correct decision making
- ⑤ Engagement in fraudulent activities end up being resulting in bankruptcy  
↳ (eg) DHFL crisis, Kingfisher, PMC bank fraud. etc
- ⑥ Charges in sexual harassment, violence non payment of wages result in crisis of repute of company.

Hence, to ensure long term survival of corporates with positive repute among citizens and governments require that ethical governance is followed through.

- Code for business, employers, employees
- Relationship management
- Legal business practices.

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।

Ans) Law refers to commonly agreed and codified norms by the society derived from the ethics that ensures that the society follows ethical behaviour.

While conscience is the state of mind which activates ~~the~~ when the intellect takes decision upon rightness or wrongness of an event/object.

Law acts as the legal way to enforce ethics. However, they are not the first line of defense. (eg) if the norm is the shake hands and if somebody doesn't adhere to it, it would not be liable to punishment. But laws like suicides, corruption, theft, etc do suppress unethical

behaviour, but may not lead to ethical conduct all the time.

↳ (eg) There are lakhs of cases filed for corruption, theft, violence, child labour despite them being illegal.

Hence, conscience which allows the individual to make appropriate choices is of supreme importance to avoid unethical behaviour.

Gandhiji, Mandela, Vivekananda & other leaders & fighters took cues from their conscience to make ethical decisions -

↳ (eg) Chauri Chaura decision by Gandhiji

Therefore, however strong laws are, positive conscience needs to be imparted through proper socialisation, sensitivity training, value learning, role playing etc to improve ethical behaviour.

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

Ans) To speak up against things that are unethical in society require courage and -

"Courage silence doesn't imply being fearful, but having courage to fight fear" - Mandela

Therefore, being silent about societal issues, inadequacies & injustices would mean no importance of our presence in this world.

Martin Luther King Jr's life would be injustice to racial discrimination had he remained silent.

Reformers couldn't have brought changes like eradication of sati, widow remarriage, child marriage

had Raja Ram Mohan Ray, Jyotiba Phule,  
Iskconchandra Vidyasagar didn't have  
courage.

Socrates also meant that a life  
full of personal happiness is of no  
use if it can't understand the  
miseries of the society & work for  
it.

Several NCOs, civil society, admin-  
istrators, politicians & individuals are  
raising their voice against injustices  
to caste, religion, human rights to  
ensure the rights of citizens are  
valued and they contribute positively  
to society.

As an administrator, their role  
all the more important to remain  
vocal about issues & bring about  
positive changes in society.

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 क़ांट

Ans) Law are the codified ethical conduct of the society which acts as deterrent to immoral behaviour & positive conduct, otherwise the person is faced with punishments.

Laws act as protector of rights of others which can be natural or human or constitutional rights.  
Violation of right would result in punishment.

While ethics is the uncodified morals of society which the individual uses to judge the rightness or wrongness of the actions he uses his conscience, values & beliefs to shape his attitude toward something which result in emotion & behaviour, consistent or

inconsistent with the laws. Ethics acts as the 1<sup>st</sup> defender of morals of society.

• However, something may be illegal but unethical -

↳ (eg) abortion may be unethical or ethical for few

• Some acts can be both unethical & unlawful → (eg) Murder is illegal & unethical

• Some acts can be legal but unethical  
↳ (eg) Not respecting the elders would lead to social ostracization but no punishment

Therefore, Kant is right that ethics is internal while ethic law is an external construct

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।

Ans) Social intelligence refers to the ability of the individual to work with others, take others to the common agenda using your intelligence

Manifested in

Group projects

leadership positions

team building & mobilization

Emotional Intelligence is the ability to use the emotions for the benefit of the individual & modify according to the environment.

emotional intelligent person has :

high emotional understanding

emotional management

emotional transitional capacity

emotional control

## Relation between Emotional & Social Intelligence :

- ① An emotionally intelligent person is usually socially intelligent as well.
  - ↳ Able to mobilise people to Common good
  - ↳ Modify his emotion to synchronise with the values of other person
- ② Able to manage emotions of self & others. (Eg) Anger management, motivation of team.
- ③ Better capability of individual (High EI) also attract other towards it (High SI)
- ④ The organisation performs better, hence SI of others improve.

High EI person is able to lead, mobilise to collective good action which further strengthens his SI. Both can be improved by sensitivity training, value education, experiences etc.

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।

Ans) Code of conduct refers to written directives/guidance by an organisation to ensure that its employees adhere to the morals & values of the organisation & help in decision making.

Code of ethics are values which ensure avoidance of ethical vagueness among employees & ensure ethical conduct while performing actions.

Code of ethics helps the individual to develop the values of organisation which could help in conflict resolution, help in difficult situations & adhere to missions & vision of organisation. It acts as bedrock to the code of conduct

↳ (4) Honesty, transparency, accountability

Code of conduct imparts prohibited action and behaviours and also those acts which should be committed.

↳ (eg) punctuality, adherence to privacy & confidentiality, no to harassment & violence, ethical business

Agency, code of ethics which act as bedrock to code of conduct need to be enforced in administrative machinery as also suggested by ARC II

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 में विकसित करना चाहिए: एक करुणा और दूसरा प्रज्ञा। विश्लेषण कीजिए।

Ans) Compassion refers to keeping yourself in shoes of others, feel their pain and take actions to decrease the pain of the other individual.

Wisdom refers to application to knowledge & intelligence to the specific situation / event / object.

Importance of both Compassion & Wisdom

- ① Compassion would allow the person to feel the pain while wisdom would make sure that the right decision is taken to remove pain.

↳ (eg) to see an unconscious person compassion & wisdom would allow calling an ambulance while wisdom would

② The most effective & efficient action would be taken for quick removal of pain through ~~the~~ wisdom.

↳ (eg) An administrator would allow for quick treatment to handicapped person

③ Ensure that Gandhiji's talisman is followed as the right policies (wisdom) is followed for the vulnerable & marginalised.  
↳ Antyodaya to sarvodaya.

④ Compassion would shape my attitude towards positivity for vulnerable.

Wisdom is one of the 4 cardinal virtues which when combined with compassionate as mentioned in all religions would uplift the society.

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।

Ans) Dr APJ Abdul Kalam worked for vulnerable, showed integrity and preached right action through his works as president, 'Rocket Man of India' after emerging from a very tumble background.

Lessons from APJ Abdul Kalam:

- ① Family, teacher & society based socialisation should be appropriate to ensure integrity among individuals & prevent corruptible actions.
- ② Secular characteristics in governance to be ensured.
- ③ Honesty combined with intelligence both emotional & social is required  
↳ Scientific temperament among individuals

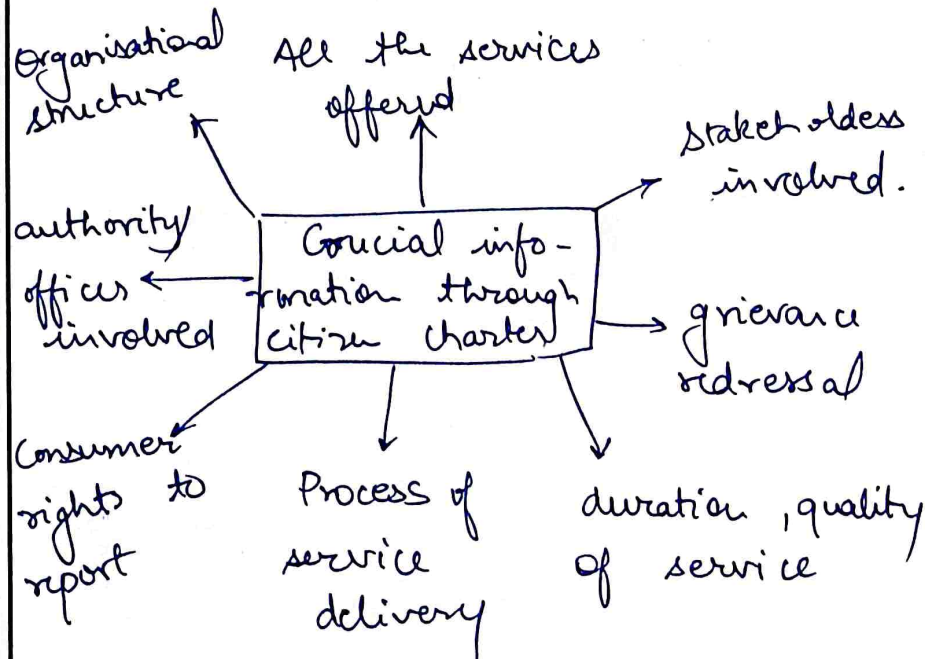
- ④ Compassion, empathy & work for the lower strata of society
- ⑤ Humble life, dedicated to society, with open, transparent & non-partisan conduct.
- ⑥ Abdul Kalam continued to impart his knowledge and wisdom to the students, public till his very end of life.

Abdul Kalam has proved to be the best administrator & leader with humanity in all his actions, working towards empowerment of all sections of society.

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।

Ans) Citizen Charter is a document comprising of all the services offered by the organisation/department with time, delivery, standard and grievance redressal mechanism of the service



Steps for successful implementation of Citizen Charter:

- ① Provide legal basis to citizen charter.
- ② Standard rules & procedures to formulate citizen charter.
- ③ Training of officers with awareness of all stakeholders.
- ④ Availability of charter on website, offices & documents.
- ⑤ Provision of all services.
- ⑥ Participation & suggestions from citizens during formulation.
- ⑦ Dedicated officer to enforce citizen charter.

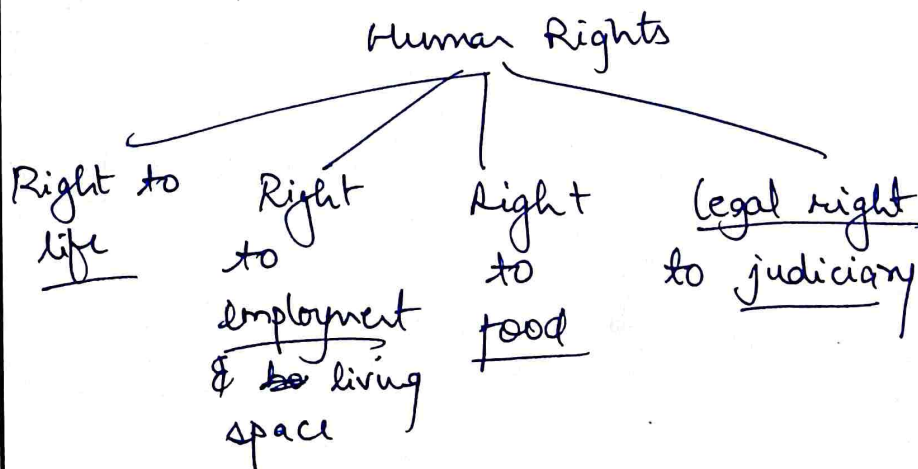
Citizen charter as also emphasised by ARC II report should be strictly implemented to ensure transparent, accountable, responsible & participatory citizen centric governance.

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।

Ans) Human rights needs to be protected of all transnational, intranational & local citizens. Bodies like UNHRC & local legislations pave way for human rights protection

Recent exodus of refugees from Syria, Afghanistan, Myanmar has sharpened the debate for human right protection of these individuals



Roles of states:

- ① Collection of funds through UNHRC for improving their standard of living
- ② Proper laws at universal level to allow migrants to settle in new country
- ③ Sanctions against countries violating human rights
- ④ UN bodies like WFP, FAO, UNESCO should take action
- ⑤ Provision of legal, social & economic rights to refugees.
- ⑥ Prevention from discrimination & violence against refugees.

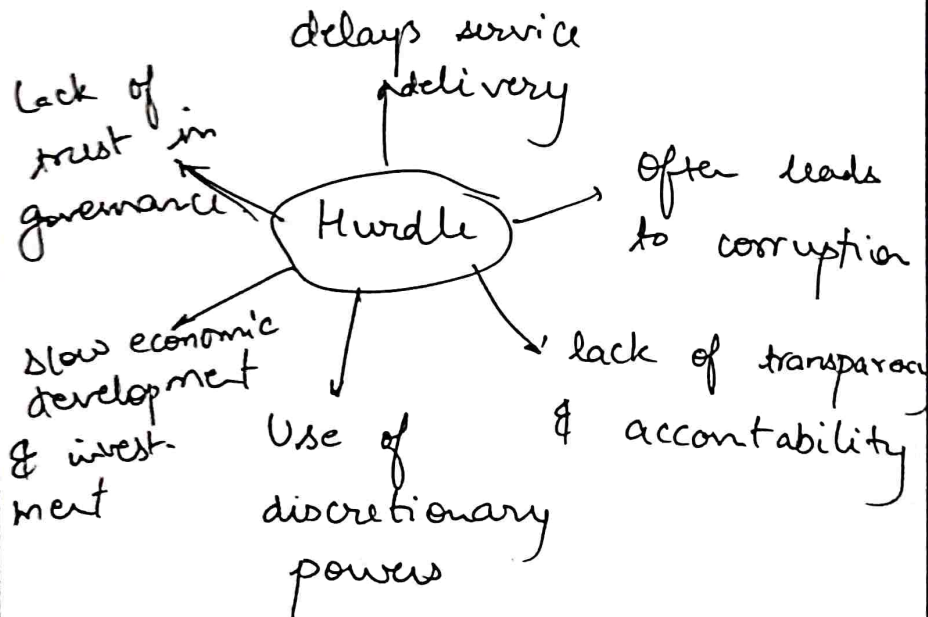
Refugees have crossed 1.5 cr mark in 2019, strict actions with taking in international ethics should be taken on immediate basis.

E. What is red-tapism? Why is it considered a hurdle in the process of transitioning towards citizen centric governance? (150 words) 10

क्या रेड टैपिज्म है? क्यों इसे नागरिक केंद्रित शासन व्यवस्था की ओर स्थानान्तरण की प्रक्रिया में एक बाधा के रूप में देखा जाता है?

Ans) Red tapism refers to inordinate delay & excessive paper work in granting approval to a policy project or idea

Red-tapism as a hurdle



Red tapism needs to be addressed through:

- ① Citizen participation
- ② Stringent laws toward corruption
- ③ Internal (personnel management, CVC, CIC, Lokayukta etc) & external mechanism (citizen charter, RTI, social audit etc)
- ④ Value education to administrators.

Red tapism can end licen - permit raj among bureaucracy, ensure quick investment, employment, job security, high GDP, social empowerment of country.

**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।

Ans) The given case is the example of quick governance & service delivery required but adequate steps to be taken for collective good to ensure better life of citizens, which is causing delay.

a) Ethical issues involved are:

- Pressure from the government on the cabinet secretary implying political executive orders complying
- Pressure from public on government, quick governance, service delivery
- Issues with transparency, accountability of the 1<sup>st</sup> vaccine
- Public life is crucial → causing personal values.
- Leadership of the committee by the Cabinet secretary & monitoring vaccine development companies

- Corporate governance issues of the vaccine companies.
  - Personal concerns of transfers if not delivered on time
  - Cost constraint of foreign vaccines
- b) Course of action that I would take:
- ① Constitute an independent committee of auditors, experts to review the developed vaccine and its efficacy
  - ② Meet with the company which has developed the vaccine to ensure that all procedures (clinical trial, research etc) were followed
  - ③ Brief all the government agencies (Ministry of Health & Family Welfare, Ministry of Home Affairs, PMO etc) about the current situation periodically.
  - ④ Ensure that all the true

developments regarding vaccine development (eg. timeline vaccine, current status) are communicated to citizens through credible executive (PM, Health Ministry)

⑤ Also discuss about the possibility of vaccinating healthworkers & frontline employees using imported vaccine on urgent basis.

⑥ Talk to other companies about expediting process & ensure support from government for regulatory & financial approval.

⑦ Develop the cold chain, identify the priority patients who need to be vaccinated as soon as it is developed.

⑧ Use measures like televised vaccination to ensure confidence among citizens about vaccination.

⑨ Finally, ensure all chief secretary

1525

# VISION IAS™

Don't write  
anything this  
margin  
(इस स्थान में  
कुछ न लिखें)

of states are ready to take quick  
actions.

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)

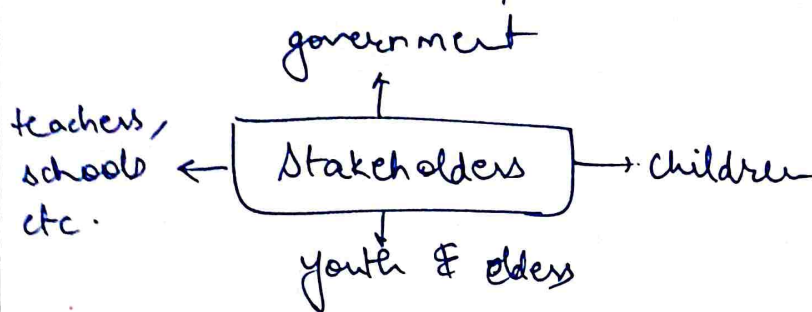
पिछले कुछ दशकों से भारत में साक्षरता का स्तर बढ़ रहा है, और वर्ष 2011 की जनगणना के अंतिम आंकड़ों के अनुसार भारत में साक्षरता दर 74.04 प्रतिशत रही। यद्यपि, साक्षरता दर में यह वृद्धि बहुत बड़ी उपलब्धि की तरह प्रतीत होती है, तथापि इसके साथ चिंता का विषय यह है कि अभी भी भारत में अत्यधिक संख्या ऐसे लोग विद्यमान 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।

Ans) This case is the classic example of weak education system in India and the causes of this concern & its implications.



① Education system act as the 2<sup>nd</sup> level of socialisation for the children. It plays crucial role in inculcating values & reforming behaviour in multiple ways:

- Provides value education which provides compassion, empathy, honesty, hardwork among children.
- Children socialise with society for the first time, inculcating social norms.
- Teachers inculcate punctuality.

- discipline, togetherness, respect for elders to students
- Curriculum act as guide to social values, gender equality, constitutional norms, legal norms
- Extra-Curricular activities build team spirit, discipline, leadership, strength & vigour.
- Overall education, develop the attitude of students towards society, enhance empathy & develop requirement to work for others.
- Higher education provides employment opportunities, more involvement with society, integrity & self-sufficiency & self awareness.

b) All the stakeholders, government, civil society, parents, students, teachers, administrators and public is

responsible for developing the education system.

Government: Formulate policies (eg NEP, 2020), ensure funding to public schools, employ quality teachers, develop curriculum.

Public - ensure complete participation by children in education process, abolish child labor,

Civil Society - provide free education, develop anganwadis, awareness among public towards education, NGO to contribute financially,

Parents - participate in education process, ensure complete education with quality

Children: increase interests in education, understand importance of education,

holistic development

Schools & Teachers: training, modern  
Curriculum, sensitive teaching,  
infrastructure, reduce drop outs,  
gender sensitisation, moral &  
extra curricular education.

Therefore, all the section of society  
need to work in tandem &  
synchronisation to ensure that  
education reaches all and India  
could achieve full gross enrollment  
ratio in primary schools ~~in~~ by 2025  
(NEP 2020)

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।

Ans) The case shows & signifies the current threat of air pollution facing many parts of India and lack of willpower among all stakeholders to abet this.

(a) Reasons for such behaviour.

(1) Lack of technology with humans to effectively reduce air pollution.

↳ (eg) Large scale towers are

ineffective & expensive,  
Home purifiers are expensive

② Absence of long term vision  
by the public about the health  
issues caused in long term.

↳ ④ Lancet 2020 study mentioned  
that 1.67 million India lost life  
due to chronic diseases (air pollution)

③ Lack of compassion, empathy towards  
those suffering

↳ Farmers in Punjab, Haryana, UP  
burn stubble despite known cases of  
air pollution.

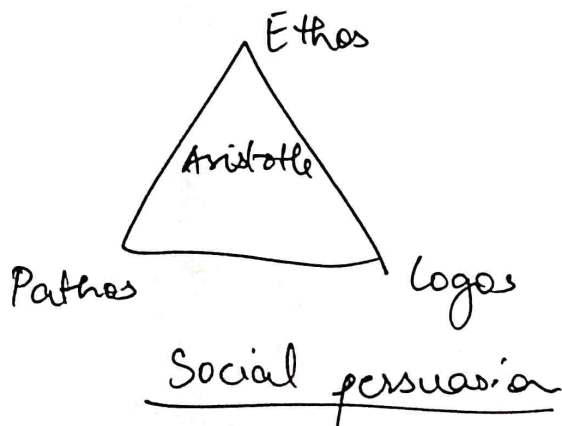
④ Government is not supporting enough  
financially to the vulnerable.

⑤ Environmental ethics is low in  
the society due to lack of  
education.

- ⑥ Consumerism, materialism & capitalist culture forces high pollution.
- ⑦ Lack of technological innovation, global partnerships & weak institutional administration.
- ↳ (eg) Diwali crackers despite ban.
- ⑧ Lack of socialisation & persuasion by political & credible leaders

(b) Measures to be taken

- ① Develop long term concern among people through social persuasion



- (a) Ethos - credible leaders, influential, attractive people can influence
- (b) Logos - facts provided on diseases, GDP loss, deaths, SC judgements, environmentalists etc.
- (c) Pathos - emotional appeal using measures like "what will happen to your future" or "killing of animals against Religion".
- (2) Demonstrate successful cases of Beijing & other Asian cities.
- (3) Develop technology  $\left\{ \begin{array}{l} \text{cheap} \\ \text{effective} \\ \text{universal} \end{array} \right.$   
to ensure that all the citizens can access pollution free air.
- (4) International governance; change attitude of developed countries as they are largest polluter but least affected.

- ⑤ Value education, socialisation  
through sensitivity training,  
role playing among students
- ⑥ Sustainable development to frequently  
used in debate
- ⑦ Walk the talk by installing  
renewable energy plants, plastic  
regeneration
- ⑧ Incorporate civil society, NCOs etc

Air pollution needs to be controlled  
to ensure social, economic &  
political well-being of citizens with  
improved standard of living.

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:

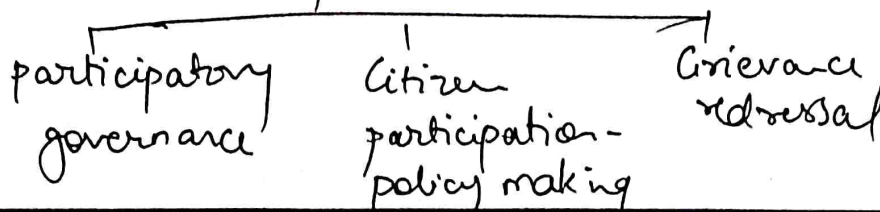
- (a) What are the issues with a civil servant expressing his/her views on social media on various matters?
- (b) Should criticism of government policies on social media by civil servants be allowed?
- (c) How should civil servants conduct themselves on social media? (20)

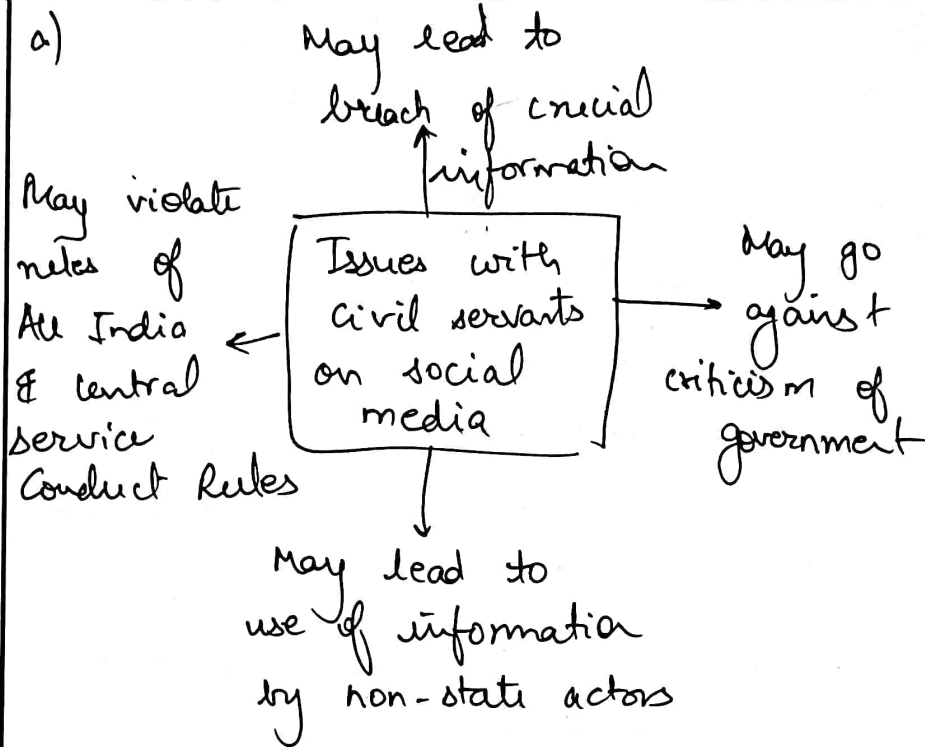
हाल के दिनों में, सोशल मीडिया सभी के लिए अपनी जानकारी और राय साझा करने के लिए एक महत्वपूर्ण मंच के रूप में उभरा है। कई लोक सेवक भी सोशल मीडिया पर अत्यधिक सक्रिय हैं। इस स्थिति को देखते हुए, सिविल सेवा आचरण नियमावली को संशोधित या अद्यतित करने की मांग की गई है।

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?

Ans) Civil servants are increasingly interacting with the citizens through the social media which has its merits & demerits.





b). Every person has right to criticise the government policies, with social media becoming the most popular platform due to anonymity, less cost & outreach.

However, the civil service conduct rules prevent civil servants from criticizing the policies of government. Rather the civil servants are found to follow

the order of political executive to ensure better policy implementation.

Criticising government policies goes against the professional ethics, accountability to political executive, integrity & probity with lack of bipartisanship.

Hence, civil servants can be active on social media but should not criticise government policies.

(c) Civil servants should conduct in :

- ① Post only factual information with authentic source.
- ② Disseminate information for larger public interest.
- ③ Represent facts of the policies or initiatives of the administration & government

- ④ Follow & like only legitimate people & pages
- ⑤ Restrain upon posting any private post and illegal contempt or violation towards Civil Services Conduct Rules.
- ⑥ Shouldn't campaign for a political party.

Civil servants need to display, accountability, integrity, transparency, non-partisanship, neutrality, openness & honesty in his conduct for better administration & protect the radicalization through 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।

Ans) India has experienced rapid economic growth due to its economic policies, but the growth has been unequal, inadequate & non-inclusive.

Issues generated:

| Inequality (1.4% people own 45% wealth while 50% own just 2.3%)

- Lack of social development like education, health, social security
- Prevalence of social evils like racism, caste system, domestic violence
- Environmental concerns.

(a) GDP growth measures the change in economic output over different periods of time in a specific region.

GDP growth was chosen as pillar of economic growth as -

- ① Quantitative approach, hence easy to measure
- ② Ease of development of different regions across time by economic GDP growth.
- ③ Comparison is easy among regions & time scale

④ Investors understand GDP numbers.

⑤ All the economic policies are centred towards high GDP growth which should result in high social development (secondary)

(b) Need to go beyond GDP numbers:

① Doesn't measure inequality

② Doesn't account for social empowerment.

③ Doesn't include inclusive growth of all in the nation.

④ Shows untrue picture as some sectors like services may be growing rapidly while agriculture which employs 54% population may be slow.

⑤ Ignores education, health, social security quality.

⑥ Standard of living is not

guaranteed by high GDP

- ② Capitalistic measure & not a welfare one.

Components that should be included:

- ① HDI (Human development Index)
- ② MPI (Multi<sup>dimensional</sup> poverty Index)
- ③ Include values, attitude and empowerment of society
- ④ Corruption perception Index
- ⑤ Freedom & strength of democracy
- ⑥ Participation of women, vulnerable classes in economy & polity.
- ⑦ Education & health quality
- ⑧ Administrative efficiency
- ⑨ Strength of culture, tradition & morals.
- ⑩ Security & standard of living with opportunities to growth

GDP should be modified to include other dimensions (qualitative & quantitative) like happiness (GNP) to assess the true growth of citizens.

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

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

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

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

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

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

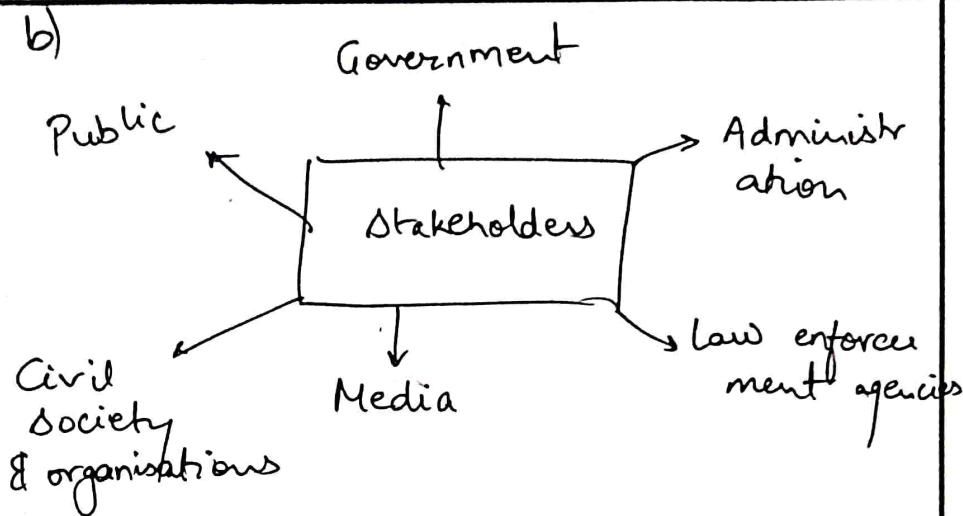
(b) भारत में समुदायों को वांछित व्यवहार का पालन करने में मदद कर रहे विभिन्न हितधारकों की क्या भूमिका रही है?

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

Ans) The given case talks about the need of change in behaviour to address the adverse conditions in the society.

## (a) (Necessity of Behavioural change)

- ① To make the process of fighting the disaster citizen centric rather than top to bottom.
- ② For citizens to understand their duties towards themselves & the society.
- ③ To decrease involvement of administration from ensuring enforcement of laws to policy making.
- ④ Reduce burden on police, health workers.
- ⑤ Citizen participation through e-governance, campaigning, hackathons, solutions development.
- ⑥ Automatic understand of principle in future if similar disaster occurs
- ⑦ Help in general well being



- ① Government - formulated acts & policies (DM Act, Epidemic diseases Act), funding, citizen empowerment through Atmanirbhar Bharat Persuasion through ads, speeches
- ② Administration - Enforcing Sec 144, lockdowns, orders issuance to district administration for quarantine
- ③ Law enforcement - police guarding the laws & penalising violators.
- ④ Media - social influence & persuasion through celebrities or experts to ensure change in behavior

avoiding fake news & imparting guidelines

- ⑤ Civil Society - help the vulnerable sections develop new behaviour, education, health & social services to migrants, poor, women etc, mental health development
- ⑥ Public - diffusion of information, strengthening voices & demanding from government.
- ⑦ Organisations like hospitals, ICMR, WHO, corporates advertising & changing behaviour.

### (C) Challenges :

- ① Lack of will of people to change their attitude
  - ↳ (eg) difficult to enforce mask
- ② Huge population & low resource base

- ③ Socialisation of public in a way to communicate, engage & ~~together~~ togetherness making social distancing difficult.
- ④ Lack of adequate information dissemination media
- ⑤ Problem of fake news making infodemic and lack of wisdom of public to verify.
- ⑥ Poverty, lack of education has made people to understand concerns
- ⑦ Attitude of leaders were not favourable towards lockdown at times  
↓  
Flow of values to public
- ⑧ Norms & laws are outdated, with less ~~int~~ involvement of present day technology
- Behavioural change is a long drawn process which requires continuous efforts from all stakeholders