



# VISION IAS

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95-4

## GENERAL STUDIES (TEST CODE : 1525)

Name of Candidate	PRASHANT RAJ		
Medium Hindi/Eng.	ENGLISH	Registration Number	453247
Center	ONLINE	Date	

INDEX TABLE			INSTRUCTIONS
Q. No.	Maximum Marks	Marks Obtained	
1(a)	10		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)।
1(b)	10		2. There are <b>FOURTEEN</b> questions printed in <b>ENGLISH &amp; HINDI</b> इसमें चौदह प्रश्न हैं अंग्रेजी और हिन्दी में छपे हैं।
2(a)	10		3. <b>All questions are compulsory.</b> सभी प्रश्न अनिवार्य हैं।
2(b)	10		4. The number of marks carried by a question/part is indicated against it. प्रत्येक प्रश्न/भाग के अंक उसके सामने दिए गए हैं।
3(a)	10		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।
3(b)	10		6. Word limit in questions, if specified, should be adhered to. प्रश्नों में शब्द सीमा, जहाँ विनिर्दिष्ट है, का अनुसरण किया जाना चाहिए।
4(a)	10		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।
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		
<b>Total Marks Obtained:</b>			
<b>Remarks:</b>			
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.

**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।

Administration work requires addressing multiple problems and at times is marred by systemic guidelines, loopholes & arbitrariness.

eg: discretion can be a blessing as

→ will ensure 'proactive' solutions & needn't depend upon Government

(eg) Armstrong Pame People's Road

→ Instant solutions to problems.

(eg) wall of kindness to address food shortage in Srinagar.

→ Taking actions based on "merit" & interpreting rules.

(eg) TN Seeshan solved Elections issue.

IT CAN BE A CURSE

→ Used as a tool to create Hurdles

(eg) Bribing for file passing Culture

→ selective enforcement and favouritism.

→ Corruption & inadequate utilisation of funds (eg) misuse of crowd funding.

Thus, Administration discretion is a double edge sword, guiding light should be

Constitution, Rules and Gandhi's Talisman.

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 is defined as misuse of power for personal gains but "corruption" is also "moral dishonesty" of public in India.

Kaushik Basu talks about "Sanskritisation of Corruption" → more corrupt, more respect has become a normal fact.

This crisis from:

→ Difference in practise and preach of public

(eg) Bribing for crossing Red light.

→ compromising their integrity & considering Government as "complex web".

→ Notion of 'money' & "corrupt officials" are symbiotic. due to low salary.

This acceptance can be shifted to rejection  
by:

→ "Nudge theory" to induce behavioural change

→ Children can be taught how corruption is "moral dishonesty"

→ Coercive steps like Laws (eg) New Bribe giving also a fine in India.

→ Integrity checks & Flying Squads to monitor "citizens"

→ Boycotting corrupt individuals to teach societal lesson.

Hence, Corruption in India is not only an economic but moral issue and an impediment in "NEW INDIA" goal.

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

Quality  
T.R  
T.anka

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

Companies are started as a venture to expedite profits but the ethics, work culture and values decides their future.

Ethical Business practises are key as

→ Upholds interests of the stakeholders.

(eg) Tata didn't dismiss any workers in COVID-19

→ Promote progress as a "marathon" & avoid shortcuts (eg) Harsha Mehta scam, short cut to become rich.

→ Narayan Murthy described it as "Karma" of Gita and 'Neeti' of Chanakya both impor-  
-tant for success.

→ Gandhi's call of Business without morality is sin ensured participation of Businesses in National movement (eg) JM Beja.

→ Ensuring adoption of values like Trust,  
honesty, Empathy (eg) BYJU made subscription  
free in COVID.

→ Working to promote Society's progress  
and not merely profit.

(eg) • Tatas started Indica as fully indigenous  
• Jio "make in India 5G" model

Hence, Business practices & Ethics are  
correlated for ensuring long term success  
of companies Tatas, Birlas, Ambanis are  
living examples.

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।

Durkheim defined laws are reflection of society itself to ensure social control.

LAW backed by Conscience

→ Ensures people adhering to it as a matter of duty. (eg) Social Audit law - Meghalaya.

→ Enjoys popular support & strengthen "Collective Conscience". (eg) POSCO Act, Juvenile Act changes post Nirbhaya case.

→ make easy for citizens to do good & ~~hard~~ difficult to do bad

(eg) Good Samaritan Law - Karnataka.

Law not backed by conscience

→ Finds loopholes around the law

(eg) Dowry prohibition Act

→ Gets indoctrinated as a "ill-conceived"  
challenge to authority.

(eg) Hindu marriage Act can curb

Honour killings case as Patriarchy dominant

→ violating it as way through available

(eg) Traffic violations & Bribe linkages

Thus, "Law" may decide in which direction

one may move but "conscience" will

decide at what pace & manner society

moves.

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

Life is a complex, chaotic & uncertain journey. Surrounded by things we may desire or hate.

But lives become soulless when we become silent about things that matter in the society's progress & welfare.

For Example - • Not confronting "sexual harassment" at work have made woman a sufferer & in spite of qualities "Glass ceilings" succumb to her success.

• Domestic violence is continuing as "women" were silent due to societal notions and indoctrination of patriarchy.

Black lives matter made various celebrities  
(eg) Lebron James, Jayz to oppose it as  
being silent means compromising their  
lives & silent killing the soul.

Thus, changes will emerge only when we  
break the silence & come out as strong  
Individuals capable to heralding changes  
needed in society. (eg) Jndra Naayi,  
Nadiya murad, Edward Snowden.

Don't write  
anything in  
margin  
(असुर मंत्रालय)  
एडमिशन ऑफिस

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

Immanuel Kant was a proponent of  
deontological school & considered means  
& ends must be pure in ethical action.

Laws only punish a person when they  
violate rules, & are guilty. (eg) Person  
murdering others & proven to be guilty is  
unlawful.

Thinking of violating others rights becomes  
unethical & it shows lack of values like  
Empathy, Sympathy, Compassion. We take  
decisions & make our mind without  
understanding "conditions" of such action

(eg) PDS owner thinking of taking away  
poor person share from ration.

Many a times, being unethical leads to unlawful behaviour as person don't respect others rights and his 'attitude' is reflected in "behaviour"

Hence, adequate inculcation of ethical values like Honesty, empathy is required to ensure lawful & ethical citizens in present society.

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 means good understanding  
 of social custom, conventions, practises that  
triggers person's behaviour.

It involves understanding own affiliations  
 to social institutions and others learning  
 to take actions in a impartial way.

Social Intelligence & Emotional Intelligence  
 are complementary :

→ Ensures use of social understanding &  
 their impact on emotional behaviour.

(eg) caste based voting.

→ Ensures use of EI techniques (eg)  
Soft skills, persuasion to dety social evils

(eg) Dowry, female infanticide

### SI & EI at logger heads

→ SI can overpower EI and emotional leanings inwards social practise.

eg) Caste based actions in Haryana Riots -  
- Prakash Singh Report

→ EI may ignore SI & practises may be opposed leading to social unrest.

eg) Chhath Pujas, festivals in COVID-19 times.

Hence, social intelligence & EI must be balanced to ensure taking decisions that are in line with social order and acceptance.

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।

(COC)

Code of Conduct refers to rules, values

that a person in an organisation must adhere to.

(COE)

Code of Ethics are personal values that drives their actions & behaviour.

Code of Conduct is only a structure as

person devoid of adequate ethical values in

code of ethics will forego his integrity

at a moment. (eg) Taking large bribe to

compromise company's private data, involving

in office politics for promotions.

But a person with strong code of Ethics

holds his ethics & values at 'superior' level

& won't do anything to demean

disrespect the values & hence he'll  
be a change catalyst & follower of  
Code of Conduct.

eg) Civil servants upholding Code of Conduct  
even under tremendous political pressure.

Hence, foundation of CoE can be strengthened  
by value education, constitutional ethos &  
strong will power driven by Tagore's Eka Chalo  
Re to adhere to Code of Conduct.

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 means realising pain of others and working to resolve it.

Wisdom means knowledge base acquired through life experiences & education.

Both of them are equally important as:

### Compassion

→ Helps to understand & address pain of others (eg) Beggars, Disabled

→ Promote ethical behaviour that ~~is~~ ensures 'collective' progress (eg) companies donating for COVID-19 work.

### Wisdom

→ Wisdom provides guidance to the soul in taking actions.

- Resolves dilemmas and cognitive dissonance
- Enlightens and accepting failures & voids in personality.
- Embrace limitations & work to overcome them.

Thus,

Compassion + Wisdom = Individuals driven by collective pleasure & happiness

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 शृंखला प्रस्तुत करता है। चर्चा कीजिए।

Some men take actions for self progress & succeed while some great men like Dr. Kalam works for society and becomes immortal in hearts of people.

Lessons & virtues to be learnt

→ minimal life - living simple life without greed and perks on public money.

→ Vision - to make India superpower & develop 1<sup>st</sup> Nuclear weapons for India.

→ Family values - Dr. Kalam supported his families in time of distress with his limited income

→ Empathy - to solve problem of millions in Poverty & Distress.

Don't write anything in margin (for exam) after the first

→ Progress & Innovation to make 'Nation' a priority & works for it relentlessly

→ Achieve by Believing (eg) Poor family SRIU became space scientists.

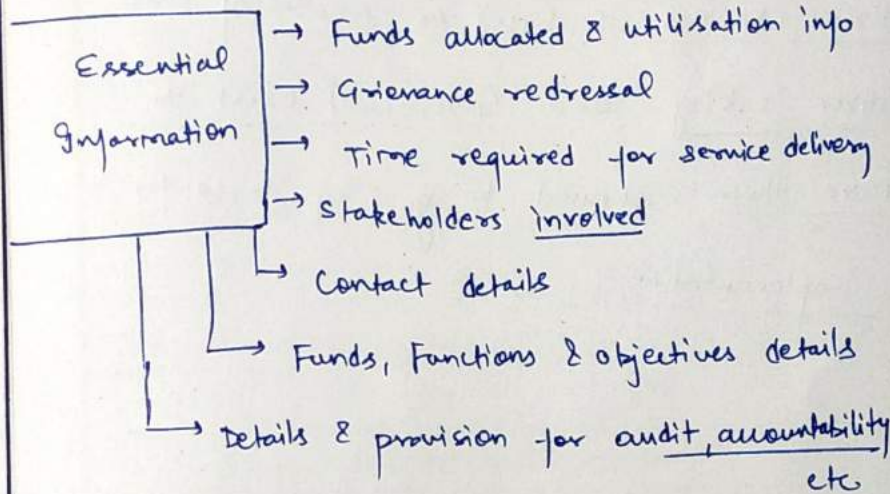
→ Taking stand for what's right and driven by rules (eg) Pokhran test.

Thus, Dr. Kalam was a guiding light for public servants & his actions reflecting his dedication for "Nation first", our public servants can learn from him to fulfill his dream of making India a superpower.

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

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

Citizen's Charter contains list of services provided by the Government department and contact info. of officials, grievance redressal etc.



### Steps for successful implementation

- Awareness amongst citizens needed
- Vernacular languages must be used.
- "Services provider mentality" needed.

- Feedback & Action approach
- Lucid & simple language.
- Protection of information of citizen's charter
- Updation for society needs.
- Open to criticism & Dialogues.

Citizen's charters is based on mentality that Citizen is king and Government exist to serve them should be guiding force for its 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।

Human rights are rights available by virtue of being human.

Humanitarian principles & "National interest" at times can be contradictory to one another and "Refugee" crisis is one such case.

Gently Human rights are delineated through Universal Declaration of Human rights and ICCPR, Conventions etc.

### Roles & Responsibilities of State

- Adequate arrangement for basic amenities
- UN convention calls for Principled Re-tainment.
- Upholding human rights & dignity of the Refugee
- Opportunities for them to grow & prosper.

in alien land.

However, these are at times conflicting due to:

- National security (eg) India's insurgency issue
- Criminals & warlords push drugs, trafficked humans (eg) Mexico-USA refugee issues
- Life Boat Ethics. resources for citizens vs Supporting Refugees.

India comes as a innovative player & inspite of ~~not~~ not ratifying 1951 Refugee Convention is supporting Rohingyas through Operation Himayat

Thus, Role & Responsibilities needs a balance between Ethical Egoism & Utilitarianism

Buddha's middle path is way forward

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 means virtual boundaries

Created due to complex procedures. P.M. Modi

describe it as ABCD (Avoid, Bypass, Confuse, Delay) Culture

Citizen centric governance involves citizens at the centre of Governance policies.

Red Tapism a Hurdle

- Avoids constructive criticism of citizens.
- Avoids their involvement in policy decisions & if, involved ignore their inputs
- veil accountability behinds shroud of laws & rules
- ineffective & confusing process tests citizens patience.

RAATECP

→ Non-transparent, no lucid language & used

→ Non-inclusive & non-equitable decisions are taken for vested interests.

Need

→ Promoting laws like social audit

→ Integrity profiling of corrupt officials ~~etc~~ - NITI Aayog.

↳ compulsory retirement as a proactive tool by Govt.

Hence, these steps will ensure "Red Tapism"

is converted into "Red Carpet" and a

Effective, friendly, Generalised, Honest Governance (EF4H)

system.

**SECTION - B**

In the following questions, carefully study the cases presented and then answer the questions that follow (in around 250 words):

9. Given the rising tide of Covid induced fatalities, the government is under extreme pressure to deliver some vaccine to the population. You are the Cabinet Secretary to the Government of India. You are heading the committee to oversee the process of vaccine development and distribution to fight against the Covid outbreak in the country. You have been asked to expedite the process and come up with a solution at the earliest.

Some vaccines are available around the globe, but they are in limited supply and also expensive. One of the indigenously developed vaccine has shown initial positive results, but health experts have raised concerns over its safety, efficacy and the methodology being followed for its approval. Other promising vaccines under development, following a rigorous methodology, may take months to enter the market. In this context:

(a) What are the critical issues involved in the case?

(b) Explain, with relevant reasons, the course of action that you would take. (20)

कोविड के प्रकोप के कारण मृत्यु की बढ़ती संख्या को देखते हुए सरकार, जनता को कुछ वैक्सीन उपलब्ध कराने को लेकर अत्यधिक दबाव में है। आप भारत सरकार के मंत्रिमंडल सचिव हैं। आप देश में कोविड प्रकोप का सामना करने के लिए वैक्सीन का विकास और वितरण की प्रक्रिया का निरीक्षण करने वाली समिति का नेतृत्व कर रहे हैं। आपको प्रक्रिया में तेजी लाने और जल्द से जल्द समाधान के लिए कहा गया है।

वैश्विक स्तर पर कुछ वैक्सीन उपलब्ध हैं, लेकिन उनकी आपूर्ति सीमित है और साथ ही वे महंगी भी हैं। स्वदेशी रूप से विकसित वैक्सीन में से एक में आरंभिक सकारात्मक परिणाम देखे गए हैं, लेकिन स्वास्थ्य विशेषज्ञों ने इसकी सुरक्षात्मकता, प्रभावकारिता और इसके अनुमोदन के लिए अपनाई जा रही कार्यपद्धति पर चिंता व्यक्त की है। विकास की प्रक्रिया के तहत कठोर कार्यपद्धति का पालन करने वाली अन्य आशाजनक वैक्सीनों को बाजार में उपलब्ध होने में महीनों का समय लग सकता है। इस संदर्भ में:

(a) इस प्रकरण में सम्मिलित महत्वपूर्ण मुद्दे क्या हैं?

(b) प्रासंगिक कारणों के साथ स्पष्ट कीजिए कि इस संबंध में आप क्या कार्यवाही करेंगे।

COVID-19 ~~has~~ started as a health emergency

but is now becoming economical and a

Human capital challenge. vaccine as the way

stakeholder

out is time-consuming & expensive thus creating multiple challenges.

(A) CRITICAL ISSUES INVOLVED

- Rising public pressure for vaccines.
- Safety & efficacy of vaccines. <sup>not adequate,</sup> can led to side-effects & more complexities
- Accountability for poor vaccine, if proved inefficient
- Funds crunch faced by Govt. & availability internationally
- Promising vaccines will take many months to ensure safety.
- Episodic addressal of situation against taking responsibility to proper actions.

⑤ As a Cabinet Secretary, it is my responsible to take actions keeping in mind health of citizens, economic adequate fund utilisation, Empathy & Compassion for all.

### MY COURSE OF ACTION

- ① Using data analysis and forecasting study future cases, Suitability of <sup>to foreign</sup> vaccine in India & people willing to take vaccine
- ② Address meeting with all vaccine development organisation, experts in India and their take on safety & efficacy of foreign & local vaccines
- ③ Since efficacy of Indigenous vaccine is not clear I'll not use it as health of people may be harmed by side effects leading to social unrest.

- (4) Foreign vaccines can be brought and money shouldn't be a problem if health of public is at risk, but g'u ensure adequate clinical trials
- (5) Negotiate with foreign vaccine companies & time required for delivery.
- (6) Limited vaccines can be imported to address need of frontline workers initially & boost to local vaccines must be given
- (7) Within few months, if local vaccines are safe & effective these can be used to address need of citizens in a transparent manner
- (8) But g'u also convey to public that vaccine is not a complete solution and one must ensure social vaccine (mask, hygiene), till major population is vaccinated

In this way, health of citizens, pressure  
from public can be addressed and it'll  
beast fight of people against COVID-19

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।

India has made huge achievement in LR  
from 13% in 1930s to 74% in 2011.

However, education has lag behind in  
pursuit for literacy rates and absence

of human values, social unrest have not been addressed adequately.

(A) Dr. S Radhakrishna described education as a catalyst for social change. Its role in various facets is vital for humans.

### In Reforming human behaviour

① Inculcating emotional intelligence:

To make them more aware of emotions and controlling their for progress

② promoting values of responsible behaviour, punctual attitude and respect for time.

③ Gender sensitisation is very important to address rising crimes (eg) crime against women rise by 7-36%. (NCRB, 2019)

(4) Incentivising & appreciating creativity, entrepreneurship behaviour. (eg) WEF says cultural affinity for risk free jobs reason for low entrepreneurship in India.

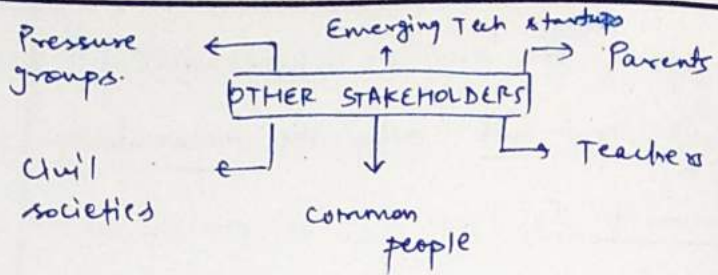
### Inculcating Human Values

- (1) Values of Sympathy, Empathy & Compassion to address needs of the poor.
- (2) Ensuring objectivity in decision making and actions based on merit
- (3) Respect for disabilities (physical or mental) and improving tolerance (religions, patience).
- (4) Values of Patriotism and love & respect for motherland as held vital by V. Naidu (VP)
- (5) Constitutional & human values like fraternity, liberty, equality (eg) UN Charter  
UN Declaration of Human rights

- (b) Education has multiple stakeholders involved & is not only the responsibility of Government.

GOVT. IS NOT ONLY RESPONSIBLE for this conditions as

- Funds are limited and must address needs of different sections.
- Lack of Incentives for teacher and pay-gap in Teachers Salaries.
- "mera kya, mujhe kya" attitude of Bureaucrats leading to poor maintenance of public schools.
- People's mindset regarding education & social influence to understand "power of education".



- ① Civil societies - by helping Govt. to identify loopholes (eg) ASER report by Pratham
  - ② Teachers - who can innovate to ensure adequate attention of children (eg) Ranjit Dixale QR code on books
  - ③ New startups - by ensuring collaboration & providing good content (eg) BYJU's, Vedantu
  - ④ Parents - understand power of educated mind & provide equal opportunity
  - ⑤ Common people - contribute free time or resources (eg) Metro Underbridge school
- Hence, Education with participation from all will ensure achieving SDG-4 Quality Education & a "SHIKSHIT" Bharat.

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।

According to WHO, India accounts for 30% fatalities due to air pollution in the world and as per CMIE, it reduces life expectancy by 2.6 years.

But it is also a "Behavioural problem" and intervention by Government are failing time & again.

- (A) Societal Behaviour marked by ignorance is resulting in accentuating the problem.

REASONS

- (1) Chalta hai attitude - my contribution won't make any difference to fight against climate/  
Air pollution.
- (2) Everyone else is doing it, why I should not is also the prime enforcer for this behaviour
- (3) Giddens Paradox - since the <sup>effects</sup> ~~results~~ are not visible currently, no one is paying attention
- (4) Economic - poor capacity to ensure air pollution reduction (eg) Low Income farmers, cheap garbage burning process
- (5) Individualism & lack of cooperation.

③ A Behaviour change is needed & various steps can be taken:

① Social Influence - to persuade them to act in preventing air pollution. (eg) thing Actors like Akshay Kumar

② Door to Door campaigning & promoting behaviour like carpooling, switching off car at Red lights

③ Nudge Theory - as Economic Survey 2018-19 talks about it (eg) Boards like "Future is burning", "save your next generation" etc.

④ Teaching them early in schools, like through posters, outlining ~~facilitating~~ "ill-effects" to children, planting trees on Birthday etc.

⑤ Incentivise pollution free vehicles (eg) Electric cars, Bicycles to school & nearby residents.

⑥ Setting an example (eg) Public servants, civil servants can ensure behaviour change by going to work on cycles,

⑦ Innovation (eg) Plastic burning was addressed in Andhra by "Rice benefits for plastic" scheme.

Hence, Behaviour change will need "participation" from different sections of the community & local governance can ensure behaviour inculcation & attitude change.

12. In recent times, social media has emerged as an important platform for all to share their information and opinions. Many civil servants are also quite active on the social media. Given this situation, there have been calls to revise or update the Civil Services Conduct Rules.

Suppose you are a senior IAS officer who is heading a panel set up by the government to bring suitable changes in the conduct rules. Elaborate on how you will respond to the following questions:

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

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

मान लीजिए आप भारतीय प्रशासनिक सेवा के एक वरिष्ठ अधिकारी हैं, तथा आचरण नियमावली में उपयुक्त परिवर्तन करने के लिए सरकार द्वारा स्थापित एक पैनल का नेतृत्व कर रहे हैं। विस्तारपूर्वक बताइए कि आप निम्नलिखित प्रश्नों पर क्या प्रतिक्रिया देंगे:

- (a) एक लोक सेवक द्वारा विभिन्न मुद्दों के संदर्भ में सोशल मीडिया पर अपने विचार व्यक्त किए जाने से संबंधित मुद्दे कौन-से हैं?
- (b) क्या लोक सेवकों द्वारा सोशल मीडिया पर सरकारी नीतियों की आलोचना करने की अनुमति दी जानी चाहिए?
- (c) लोक सेवकों को सोशल मीडिया पर खुद को कैसे संचालित करना चाहिए?

Social media has emerged as a "No fee publishing house" driven by viral news

syndrome. Civil servants many a times have become part of this & promoting their personal views, achievements which at times violates code of conduct.

(A) Civil servants and social media are not at dialectics with each other but its use create certain challenges.

### ISSUES

- (1) Personal views that reprimand Government policies.
- (2) Improper attention to "choice of words" & create diplomatic tussles (eg) Shah Faesal tweets
- (3) All India Services Rules requires civil servants to work behind the veil and not look for popularity.
- (4) Views critical of any opposition, leaders, that can lead to suspicion on impartiality and Neutrality.

Recently, Principa HC held that personal views on Social media are part of FR of civil servant also. (Article-21).

(B) Criticism and Dissent are the safety valve in a democracy but Civil Servants shouldn't involve in criticism of Government policies as:

- (1) Civil Servants are facilitators of and must work to ensure "steadfast implementation" rather than criticists.
- (2) In violation of All India Services (Conduct) rules
- (3) Reduces trust and faith of public in Government policies.
- (4) Their aim is to implement the Govt scheme and not question "intent" or nature of scheme & Govt.
- (5) Personal views and Professional accountability should remain separate.

(c) Social media has emerged as a change catalyst & can be a tool for e-governance

PM Modi said civil servants should use social media to promote Govt. policies, their administrative achievements but not for 'personal propaganda' and gathering followers.

They should conduct themselves

- ① Active catalysts for Government programmes.
- ② Facilitator to address citizens concerns.
- ③ migrant problems by various collectors through facebook, Twitter.
- ③ Promote trust & faith of citizens.
- ④ Accountability through Bills, audit report.
- ④ Act as role model for young aspirants
- ⑤ Promoting India's achievements at national

and gnt'l levels.

This will ensure that 'social media' become a medium for positive change, cutting Bureaucratic hurdles & establishing ART (Accountability, Responsibility & Transparency).

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।

Economic Growth and Development Challenge

have always been a big question in democracy.

Amartya Sen emphasises that Economic growth

must address vulnerabilities & Deprivations

and not merely "wealth aggregation". while

PN Bhagwati says economic growth will

automatically take care of all needs of society.

Thus,  
Creating a confused state

(A) GDP is used because

→ Comparison of Growth prospects of different countries

→ Since GDP is sum of growth in aggregate sectors, it shows picture of economic certainty or loopholes.

→ "Wealth" and per capita income being considered essential for sustenance.

(B) GDP however fails to measure all elements, showing need to go beyond GDP as:

① Unpaid work is not measured

② Household work by women & girls is not accounted (eg) WEF calculated it around \$19 Trillion Annually.

③ Negative externalities are not adequately addressed by GDP approach. (eg) Affect of climate change on life expectancy.

④ Emotional needs, ill effects of industrialisation and stress caused is not accounted

Some other components that can be complemented in GDP are :

① Happiness in the population - (eg) Gross Happiness Index - Bhutan.

② Human cost (eg) cost of suicides, lost due to disabilities.

③ Environmental effects (eg) Pavan Sukhdev calculated ecosystem services

④ cost of Alienation, stress, emotional drain due to individualism can be calculated

⑤ Biodiversity components & Green Accounting can be used.

⑥ Methodology for ascertain household work done by women.

Thus, these elements will ensure that GDP become a holistic, encompassing factor & address rising concerns of over emphasis on ONLY GROWTH.

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

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

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

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

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

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

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

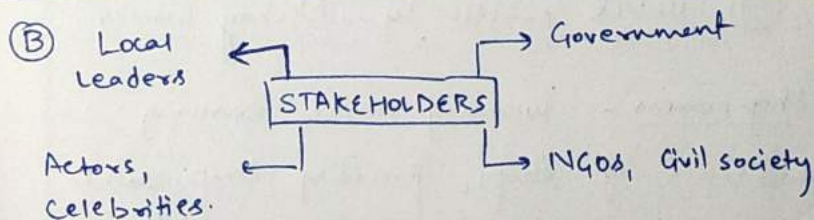
(c) विशेष रूप से चिंता और अनिश्चितताओं के ऐसे वातावरण में, व्यवहार में परिवर्तन लाने से संबंधित चुनौतियों की विवेचना कीजिए।

COVID-19 is posing a challenges to Government, citizens & Economy.

Amendments in Behaviour, changes in habits induced by Govt. efforts seems to relax as time is unfolding.

(A) Behavioural change is seen desirable  
in India as:

- (1) Social Influence - personal appeal from PM Modi, ministers, Actors ensured people adhere to "mask culture".
- (2) Low capacity of hospitals, Doctors, & high pressure of population.
- (3) Resilience of population & concern for their near ones ensured behaviour change.
- (4) Efforts from NGOs, shop owners to ensure compliance.
- (5) Coercive actions like lines, strict check in metro inculcated habits as part of life.



- ① Government.
  - Central & State - by promoting through media advertisements, personal examples and films
  - Local Govt. - Panchayats by ensuring monitoring, tracing, providing Quarantine & WASH habits among populations
- ② NGOs, Civil Societies - Free masks to citizens, ensuring social distancing through avoidance of crowded areas, posters, announcements.
- ③ Actors/celebrities - providing economic support for masks, soaps etc
  - social influence on population
  - (eg) unlock practise by Akshay Kumar
- ④ Shop owners - wearing masks, ensuring sanitisation of shops, providing temp. control

and hand sanitisers

### (C) CHALLENGES

- ① Anxiety & fear environment due to loss of near & dear ones.
- ② mental breakdown due to prolonged isolation (eg) Running away from centres
- ③ Fake News - (eg) COVID-19 <sup>cured</sup> by drinking sanitisers, organ trafficking at COVID-centers
- ④ Immunity Syndrome - feeling that young people are immune & not susceptible
- ⑤ Blame-game - (eg) Tablighi Jamaat labelled as super spreaders
- ⑥ Balancing poverty, economic losses by Govt & NGOs actions so people stay at homes.

These steps have ensured that  
India remains at top in 'lowest'  
mortality rates and is taking gradual  
steps to start a 'NEW NORMAL'