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GENERAL STUDIES (TEST CODE : 1525)

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Medium Hindi/Eng.	ENGLISH	Registration Number	389463
Center	HOME	Date	01.06.2021

INDEX TABLE

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

Total Marks Obtained:

Remarks:

Signature of Examiner

INSTRUCTIONS

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

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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 वरदान हो सकता है, हालांकि इसका दुरुपयोग अभिशाप सिद्ध हो सकता है। उदाहरणों के साथ चर्चा कीजिए।

While civil servants are bound by the provisions of the law that they implement, they do enjoy a degree of discretion to uphold the values like empathy, spirit of service etc.

A BLESSINGWhen

- ① used to help the needy who are the intended beneficiaries but don't furnish documents, are ineligible

eg An old couple with no children must be helped to avail benefits of PM vaya vandan yojana if there are no earning members

- ② used to generate awareness, positive role modelling among youth. These may not be officially mandated from a civil servant

WRSE when

- (i) funds misappropriated in favour of relatives by making them beneficiaries
- (ii) rules are framed to include someone / exclude any group
- (iii) Personal grievance is preferred over professional values
- (iv) it is used to settle personal likes and vanities, biases and prejudices

As the trustees of government money and taxpayers income, a civil servant must use this discretion to serve the real intention of policies which might've been missed by the law.

Such blind spots must not be exploited but be used for having a citizen centric administration

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 में स्वीकार कर लिया गया है। भ्रष्टाचार के प्रति इस 'स्वीकृति' को 'अस्वीकृति' में कैसे परिवर्तित किया जा सकता है?

2nd ARC had noted that increased tolerance for corrupt practices has increased the administrative impersonality.

This social acceptance of unethical practices has had to demonstration effect and has affected officials at lower levels of hierarchy too. Economist Kaushik Basu called this "SANSKRITICATION" of CORRUPTION"

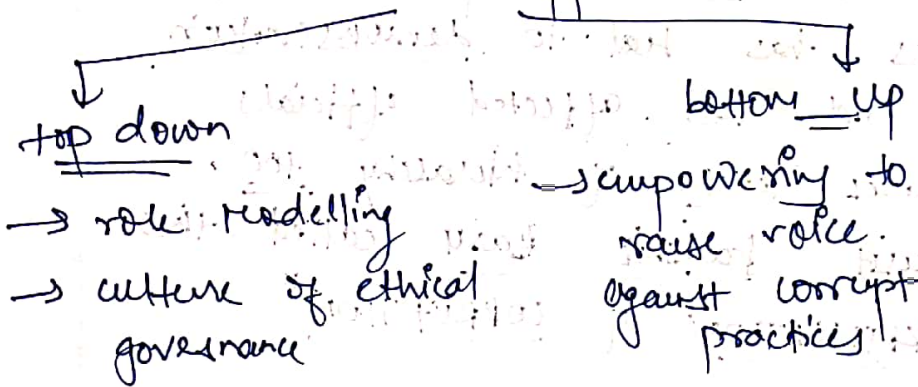
REASONS for ACCEPTANCE

- (i) Normalisation by society — ARC noted that many people consider it necessary to grease the wheels.
- (ii) low cost; high reward activity
- (iii) Poor accountability mechanism and chances of getting caught.

- (iv) Decentralisation of powers.
- (v) Abundance of bureaucratic discretion
- (vi) Increased materialistic life demands corrupt practices to fulfil growing desires.

SHIFT TO REJECTION

- (i) A simultaneous approach



- (ii) Use of citizen charters, code of conduct / ethics, community policy, social audit

- (iii) Attitudinal change through
 - persuasion, social influence, community leaders, nudge
 - system of rewards and punishments

- (iv) Highlighting best practices

- (v) Empowering citizens via social audit

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।

The survival of a company depends not just upon the profit it makes but also upon

- whether interests of stakeholders met.
- credibility of the company in public
- values and aspirations of the company
- whether gender equality promoted, merit rewarded and corruption punished or not.

[eg] Tata, Wipro, ITC companies are globally recognized as upholding ethical values over corporate greed.

WHY ETHICAL PRACTICES

- (i) Encourages prospective employees to join
- (ii) Can win over trust of investors, shareholders, citizens.
- (iii) Fosters a culture of transparency and

collaboration in the company = Healthy
work culture

(iv) Following ethical practices shields the
company from future scrutiny.

(v) In the absence of ethics :-

⇒ Favouritism and nepotism hampers
suitable employees from promotion

- leads to mediocrity
- poor efficiency → turnover less
- forces employees to leave

⇒ Puts company in bad repute.

- Investors hesitant to invest
- People won't have trust on
practices

Thus, a company must be ready to
bear short term costs in following
ethical practices in order to survive in
long run.

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

किमी 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 a set of rules backed by an authority deviation from which attracts penal action
eg Motor vehicles act, SC/ST act

Laws create external accountability in the form of negative sanctions.

It is the inner voice of an individual that tells him whether his actions are right [CONSCIENCE] that determines whether laws are followed in reality or not.

eg ANTI DEFECTION LAW has yet to succeed in its intended goal because politicians moral conscience allows circumvent it. This leads to unethical act of defection.

Ethical behaviour is often influenced by our society. Also, a society

has a set of collective values that determines whether a law will be accepted / rejected by its conscience.

[eg] A society which values individualism will not ~~not~~ follow any law mandating use of public vehicles to decrease pollution.

The need is to frame laws which appeal to the conscience of society.

[eg] The laws penalising pollution of Ganga appealed to the people as "polluting their mother". This led to a community led revolution of cleaning GANGA. (Similarly - Namami Brahmaputra)

Also, we must encourage ethical values in schools and colleges.

This can be done through

→ proper role modelling

→ Incentives for ethical acts

[eg] Good Samaritan law to help road accident victims.

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 मंदर्भ 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 उम्र 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

Above line embodies the struggle of MLK Jr. against the racial discrimination against blacks leading to the CIVIL RIGHTS movement.

It tells us that our moral decline succeeds our inability to raise a voice against injustice. Not protesting against "WRONGS" in society leads to

- crisis of conscience
- rise of autocratic regimes
- decline in moral values in society
- A feeling of perplexion and status quoism.

[eg] The tribals in Nilgiri (Dangria Parth) had to raise their voice in order to stop the encroachment on their land by Vedanta group.

☐ Our freedom struggle signifies how our freedom fighters protested against injustices like Powlett act, salt tax, Mac Donald award.

Today, the quote sends a message that we must have faith in our collective strength. At the same time, it teaches us to not stay quiet at individual level.

This is seen today in

- ① "Black lives matter" movement
- ② LGBTQ protests for gender equality
- ③ ME TOO movement against sexual harassment
- ④ Concern about right to privacy, right to clean environment etc.
- ⑤ protests in HONG KONG, Taiwan against oppressive Chinese regime.

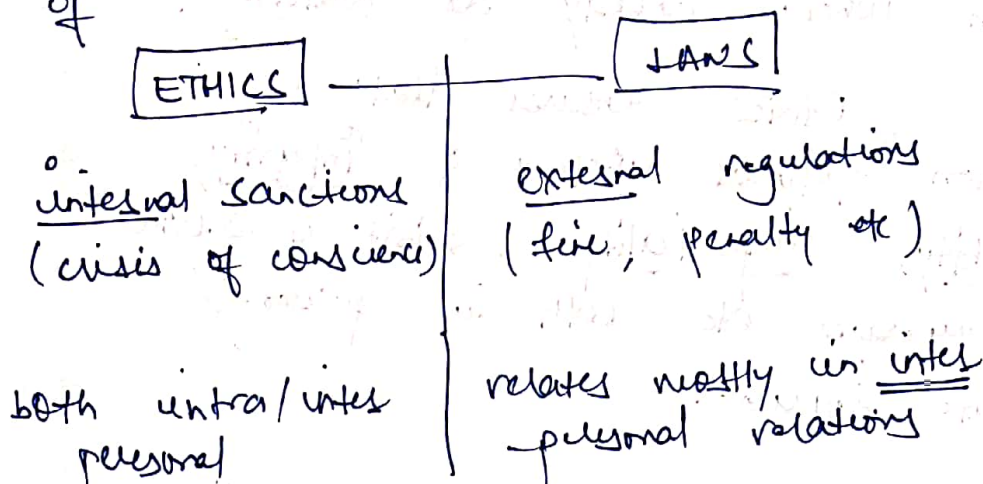
Thus, we must follow the wisdom of RIGVEDA which says "ANIKHIDSHA - MANUMATAM" (that which is not objected to is silently agreed upon)

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 कान्ट

Immanuel Kant highlights the dichotomy

of



LAW are regulated by the authority
to ensure

- rights of others are protected
- law and order is maintained
- societal stereotypes, prejudices removed
- Better professional work culture
(corporate laws), gender equality
etc

ETHICS puts a set of moral sanctions
wherein a person can be punished

by his own code of conscience. It checks whether the person's actions / thoughts / attitude are in sync with his ethical values. It works even when nobody is watching.

Ethics ensures that a person follows virtues of integrity, probity, impartiality, spirit of service, temperance etc both in personal / private domain.

We must act both in compliance with laws and in conformity with ethical values in order to live a noble life.

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 is a part of EI involving the ability to have better interpersonal relations. It enables the person to better perceive and manage his words/gestures in a social domain.

WHY NEEDED

- i) Rising individualism (exacerbated by COVID 19) is leading to strained relations with parents, society etc.
- ii) Lack of a healthy professional work culture is often a result of miscommunications and lack of cooperation.
- iii) Rising mental stress, non communicable diseases is presently problems like suicides, crimes motivated by sexual urges etc.

Requirement in a Civil Servant

- to be able to pacify / diffuse crowds
- to be able to consider interests of all stakeholders and concluding offers on informed collaborative opinion
- to handle increased complexity of administrative work better

EI includes both the cognitive (internal) and behavioural (external) components.

A person can show EI while being alone as well.

eg A student shows EI if he decides not to take impulsive decisions based on one failure.

→ Similarly, if another person sees the student visibly distressed and offers him comfort, he exhibits social intelligence.

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 entails a set of do/don't that a person must adhere to as part of the organisation. It involves the behavioural components and encourages/condemns external visible actions.

[eg] → Must not make un indecent advances towards women employees.

A person may not believe in the COC, yet he may follow it. Also, it checks the behaviours only in professional domain, not in personal sphere.

[eg] a person may not be abusive towards his coworkers but may indulge in domestic violence at home.

Thus, it provides only a structure to the "organizational values" without a foundation.

It is the code of ETHICS (WE) which tries to internalise the ethical virtues of integrity, probity, financial prudence, respect to women.

→ WHY better

- (i) Appeals to the conscience
- (ii) is holistic and aims to change a person from within
- (iii) gives a FOUNDATION that remains with the person throughout his life.

[Key] An honest person is an asset to society as he exhibits it no matter where he goes.

The 2nd AIC recommended to have WE for public officers in order to have an ethical administration founded on public service values.

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 (showing care and striving to alleviate the suffering) and wisdom (knowledge, professional competence) are often considered exclusive. Today, it is a fact that both are interdependent and complement each other.

COMPASSION W/O WISDOM

↳ Despite good intentions, people may use the compassionate person for selfish gains. Without wisdom, he will not be able to ascertain whether his deeds are used for correct ends or not.

[eg] A compassionate village giving refuge to a terrorist puts entire family to risk.

WISDOM w/o COMPASSION

This leads to people who may be successful in professional sphere but will have strained social relations. It also leads to

- individualistic tendencies
- "not in my backyard mentality"
- people destructive to society

eg) Many learned religious leaders harbour hate and jealousy towards other religions (no compassion)

eg) General AQ Khan used his wisdom to create nuclear bombs but it was his lack of compassion due to which he sold the technology to other countries

A person can never be perfect. Still we must strive to strike the balance between wisdom and compassion

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 मूल्य और मद्गुणों की एक विस्तृत श्रृंखला प्रस्तुत करता है। चर्चा कीजिए।

Dr APJ Abdul Kalam lived a selfless life and followed his virtues of compassion, spirit of service, integrity throughout life.

Today, public servants face many challenges like conflict of interest, crisis of conscience, temptations of money and power, pressures by political masters, ever increasing scrutiny and accountability.

LESSONS from Dr KALAM

➤ HUMILITY → despite being the president, he expressed humility and often sat among students on ground to have discussions. Public servants must learn to shed their perception of elitist, high handedness and must reduce the psychological distance from poor.

II) USING POWERS FOR SERVICE →

Dr Kalam used his nuclear knowledge to arm India with nuclear tech in order to defend itself. It was not an aggressive gesture as we pledged to never use it first.

Public servants must use their position as implementers of laws and trustees of finance to serve the poor. They must use their discretion in their professional capacity to help those in need.

III) PATRIOTISM - Public servants must show courage of conviction and devotion to public duty of making India a better place.

Aspiring public servants too, can learn work ethics, equality and 'learning from failures' from Dr. Kalam.

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 is a comprehensive document highlighting the commitments of an organisation towards the public. It makes service delivery people centric and demand driven rather than top down and supply driven.

It is a hallmark of citizen centric governance and must include

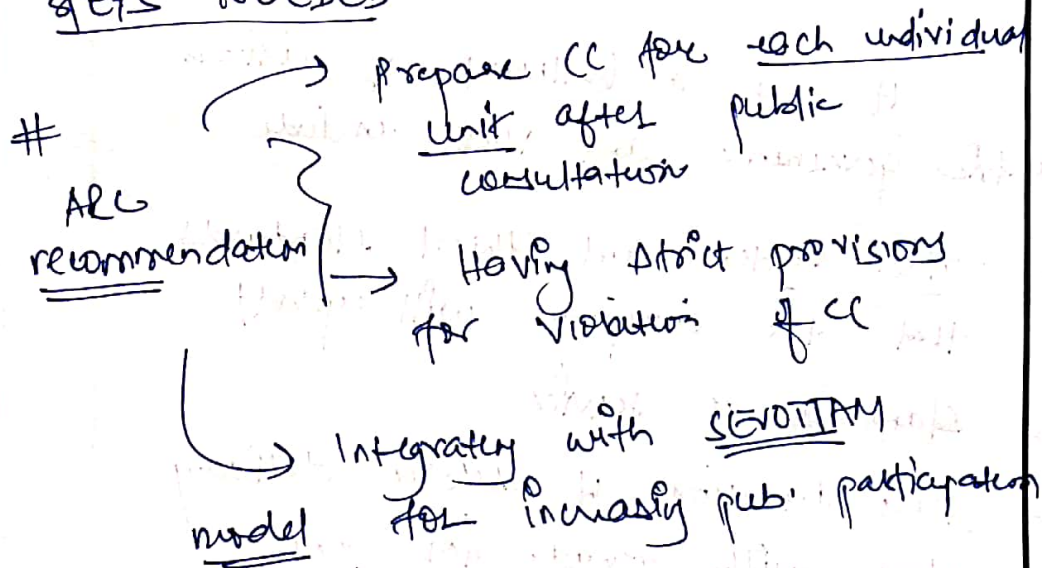
- ▷ value system and ethical standards that the company will uphold
- ▷ standards of service
- ▷ time duration of service delivery along with remedy for non compliance
- ▷ grievance redressal and complaint policy procedure

Citizen charters have not been successful as noted by 2nd ARC.

WHY?

- (i) verbose and copy-pasted content
- (ii) poor citizen / stakeholder consultation before drafting
- (iii) Static, non-updating document.
- (iv) Employees themselves are not aware

STEPS NEEDED



Increasing awareness among citizens by putting CC on website in unambiguous wordings.

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।

International Organisation for Migration has called Refugee Crisis as an impending catastrophe that demands urgent intervention. It will only worsen due to climate change and natural disasters.

Refugee Crisis involves

Rights

- of life and liberty
- to healthy environment
- of self-determination
- against torture
- to live in an atmosphere without anxiety / uncertainty

Humanitarian principles

- Non-refoulement (to prevent from torture in home country)
- welcoming refugees threatened with persecution
- Arranging for rehabilitation and shelter.

India has been a frontrunner in ensuring implementation of these global principles on humanitarian grounds to cy Rohingya, citizenship status to refugees (CAA)

At the same time, we see refugees not allowed to enter into many western nations

[eg] USA forced Mexico refugees outside by constructing walls.

Nautilya had stated that national priorities must precede all international morals. But today's crisis demands us to ensure that violation of basic rights do not occur in line with VASUDHAIVA KUTUMBACAM

for that, institutions of global governance (UN, IMF, WB) must take the leading role.

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 is the excessive legislation or boundedness to established rules. It promotes putter rules and procedures as an end in themselves at the cost of virtues like empathy, efficiency.

A citizen centric governance includes people as an active stakeholders and the governance is

- inclusive
- empathetic
- participatory
- aims to reduce inequalities
- Receptive to citizens demands

Rules are just a means to achieve peoples welfare, maintenance of law and order etc. They are made for people and not vice-versa.

Today, bureaucracy is criticised

as having excess adherence to rules
This can be due to

- lack of courage of conviction
to take bold decisions
- excess regulatory oversight
discourages innovative actions
[eg] CAB → CVC → courts
- Perception of elitist mentality
- Increased 'psychological distance'
from citizens → unable to
perceive their issues
- lack of avenues of public
participation of community policy,
social audit etc?

A smooth administration where faith
of people is maintained demands
that red tape be removed. Possible
ways include

- proper feedback and grievance
redressal of citizens.
- giving discretion to officers
to act on case-by-case basis

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।

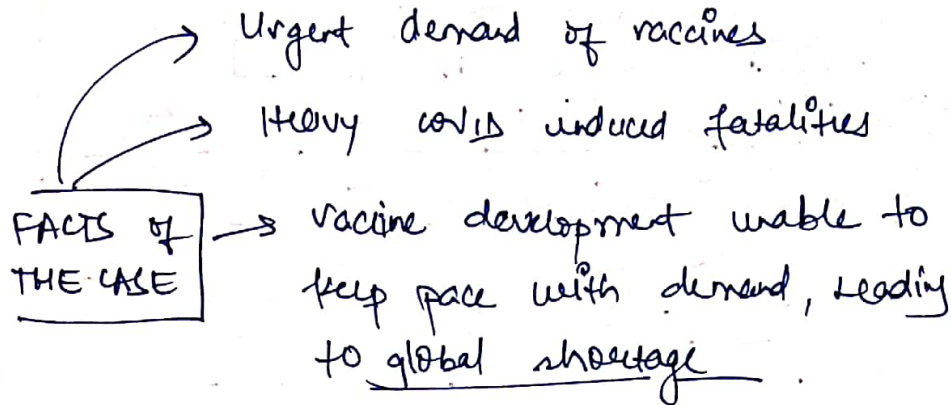
वैश्विक स्तर पर कुछ वैक्सीन उपलब्ध हैं, लेकिन उनकी आपूर्ति सीमित है और साथ ही वे महंगी भी हैं। स्वदेशी रूप से विकसित वैक्सीन में से एक में आरंभिक सकारात्मक परिणाम देखे गए हैं, लेकिन स्वास्थ्य विशेषज्ञों ने इसकी सुरक्षात्मकता, प्रभावकारिता और इसके अनुमोदन के लिए अपनाई जा रही कार्यपद्धति पर चिंता व्यक्त 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) प्रारंभिक कारणों के साथ स्पष्ट कीजिए कि इस संबंध में आप क्या कार्यवाही करेंगे।

Above case presents a situation of
supply - demand mismatch in development
- of vaccine posing a number of ethical

issues and dilemmas



Since covid is a pandemic affecting worldwide, the health and safety of entire world population is at stake.

(a) Critical issues faced

↳ Ethical issues

- ↳ Right to health of people
- ↳ Government's responsibility to ensure speedy vaccination
- ↳ faith and trust in credibility of vaccine developers [scientific standards]
- ↳ Unequal burden and benefits distribution leading to injustice towards least

developed countries

ii) Ethical dilemma

- ↳ whether to skip (shorten) safety trials for speedy vaccination
- ↳ whom to administer first — the rich who can pay or the vulnerable poor. [affordability and accessibility]

iii) Administrative issues

- ↳ ensure open and transparent information sharing
- ↳ ensure that rumours and fake news do not fuel vaccine hesitation

iv) Social issues

- ↳ Increased 'societal stereotypes' and discrimination towards vulnerable sections
- ↳ Increased religious chauvinism creating religious tension

↳ Economic Issues

↳ whether to tax people to ensure smooth vaccine production

↳ faith of people in fund started for voluntary donation

W COURSE OF ACTION

In this scenario, the first priority is to ensure law and order and restoration of discipline

No vaccine must be rolled out without complete trials. Also, vaccine distribution must be in decreasing priority of vulnerability

frontline workers → elderly → citizens (common)

My preferred course of action will be

- ① to ensure that credible information is given to people regularly through press conferences, social media etc

(ii) I'll request citizens to follow COVID guidelines till vaccines are available ensuring them

(a) the vaccines rolled out will be completely safe

(b) Government is doing everything to ensure vaccines at the earliest

(iii) I'll coordinate with the secretary of Ministry of external affairs to request vaccines from India's allies. Our generosity during first wave will be reminded

(iv) Also, I'll prepare the regional administration for vaccination as soon as they are available. For the training of doctors, preparing makeshift vaccine centres and creating an online vaccine dashboard will be done.

As the cabinet secretary, it is my responsibility that the nation's priorities are solved at the earliest.

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। वृद्धे 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 में 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।

We have managed to reduce the illiteracy (literacy rate = 16% in 1947) and have been able to increase the accessibility

and affordability of education since independence. However, reports such as ASER report, school education survey etc highlight that we still have a long way to go.

Issues relating here are

1. Right to education for all (A+2IA)
2. Gender Awareness in primary education
3. Benefits of government's schemes for the poor.
4. Lack of earning pair of hands for a poor family
5. Quality of teaching - virtues like compassion, dedication, to service etc
6. Stereotypes and prejudices towards getting poor children educated

(a) Role of education in

Reforming human behaviour

→ expected to make the person receptive

of opposing viewpoints, thereby making him more tolerant of diversity

→ Education makes the person more socially approachable, leading to better interpersonal relations

→ Increases cooperation and collaboration to achieve desired needs as it helps a person know his strengths and weaknesses

Indicating human values

→ teaches virtues like assimilation, brotherhood, empathy etc

→ enables the person to acknowledge all stakeholders and be aware of his surroundings

(b) A child's education is not the responsibility of the government alone. An ancient proverb notes "It takes a village to raise a child".

Stakeholders who can change the education system

(i) FAMILY → they are responsible for children's primary socialisation and must teach values like helping others, accepting failures.

↳ they must not deprive the child of his basic right of free and fair education

(ii) SOCIETY → they teach values like social cohesion, religious tolerance. The society which values education leads to a demonstration effect with more children joining schools.

(ii) Local Administration → they are responsible to ensure that infrastructure is available for the child. They must ensure proper implementation of government's programmes like Mid day meals, scholarships, pos etc.

Apart from that, role modelling and attitudinal change must be brought in to reform the culture of deprivation of children rights. The new education policy must be implemented in letter and spirit.

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।

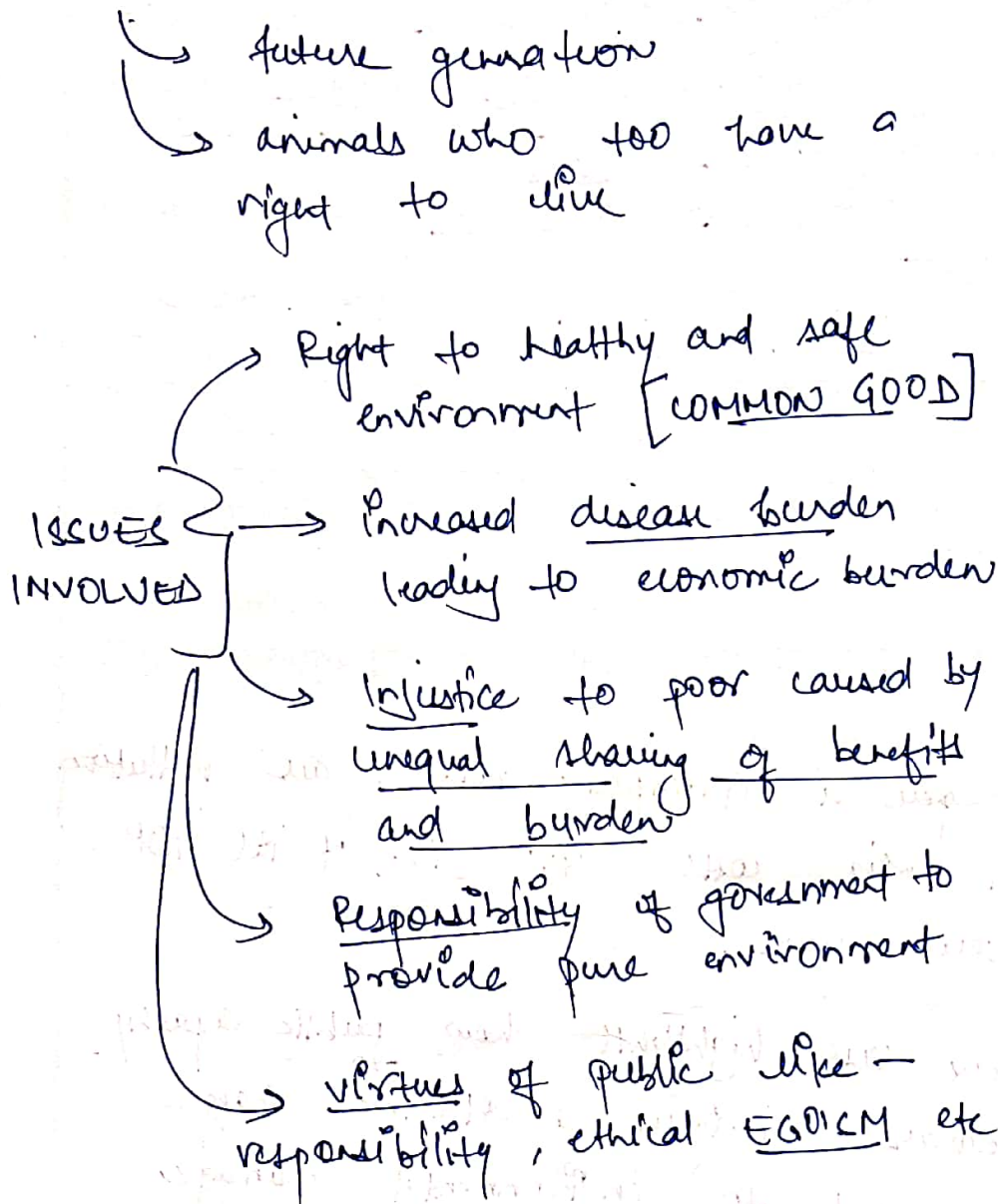
(a) वायु प्रदूषण के प्रति समाज के इस तरह के व्यवहार के कारणों पर चर्चा कीजिए।

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

As per a Greenpeace report, air pollution in India costs upto 7% of its GDP every year.

How one highlights how public apathy towards bringing a collective change can lead to environmental damage

STAKEHOLDERS → directly affected people
→ vulnerable people (having respiratory illness, elderly)
→ Administration responsible for schemes implementation



(a) Reasons for such societal behaviours

People often use old, polluting vehicles
 ; burn waste ; use unscientific methods
 of waste disposal leading to air
 pollution. Reasons are

- (i) Increasing individualism in society where the polluter does not factor in the externalities.
- (ii) Unwillingness to bear short term pain for long term gain.
- (iii) Poor enforcement of laws and schemes allows people to exploit the loopholes.
- (iv) Diffusion of responsibility → where everyone thinks, the other person will do the work leading to everyone polluting the air.
- (v) Constraints posed by economic viability and surrounding conditions
↳ many poor families have no choice but to indulge in activities that lead to air pollution.
eg. street business
- (vi) Preference to egoistic hedonism — where person prefers his pleasure above others.
eg. Bursting crackers despite SC orders.

(b) Measures required to nudge towards pro-environment behaviour

- i Appealing to the cognitive aspect of people's attitude telling them how dangerous these actions are
- ii Making available alternatives so that people discard the polluting activity
eg Happy Cycles, torrefaction technology
- iii A system of rewards and punishment
eg Best district, city etc
- iv Highlighting best practices done all over India to act as demonstration effect
- v Bringing local leaders with "progressive mindset" to appeal to the psyche of the people.
- vi Use print media, TV, radio to highlight the environmentally

Sustainable Practices

Thus, with proper persuasion along with proactive implementation of existing schemes, we can reduce the air pollution to within permissible limits.

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?

While social media usage is a common good, civil servants are bound by the conduct rules and other duties as the executive arm of the government.

In this regard, conduct of civil servants must be according to

their public service values of impartiality, non partisanship, upholding the constitution etc.

Need for updation of conduct rules

↳ does not include social media, and new disruptive technologies like AI, deepfakes etc

↳ changing nature of society has increased the administrative complexities in form of mob violence, cyber frauds, 24x7 media scrutiny and manipulated news

(a) Issues involved are

1. Criticism of government policies shows CRISIS of CONSCIENCE as civil servants have to uphold and implement them

2. Faith and trust of people in tenuous relation between bureaucracy and legislature.

3. Credibility of public institutions
is at stake

4. The virtues of civil servant —
dedication to service, courage of
conviction

5. Ethical dilemmas

⇒ Internal conscience vs external loyalty

⇒ personal values vs professional ethics

⇒ whether to blow the whistle
if welfare of people is at
stake.

(b) Criticism of government policies must

not be allowed by active serving
civil servants because

↳ it shows their lack of faith
in incumbent government.

As a demonstration effect, it
also reduces public faith in policies

↳ it goes against the conduct
rules 1968

↳ it allows disruptive elements
to fuel the situation leading
to mistrust, violence and failure
of government interventions

At the same time, retired civil
servants must give constructive criticism
of the government because

1. It encourages healthy debates and
deliberations

2. Their past experiences can be
utilised to fine tune policies
better suited for citizens

3. Government too encourages such
criticisms in form of select
committees and commissions. Plurality
of opinions lead to well framed
interventions.

(c) Conduct of Civil Servants on Social Media must be keeping in mind the constraints under conduct rules and various judicial pronouncements

WHAT TO DO

- ↳ use social media as a means to connect with last mile for better outreach of schemes
- ↳ a source of reliable and transparent official & information
- ↳ collaborative leadership by keeping in touch with civil society organisations
- ↳ timely grievance redressal mechanism

WHAT NOT TO DO

- ↳ spread mis-information which are not verified
- ↳ engage in 'fool debates' showing inclination to any political party (PARTISAN)
- ↳ presenting skewed version of truth leading to apprehensions and anxiety.

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:

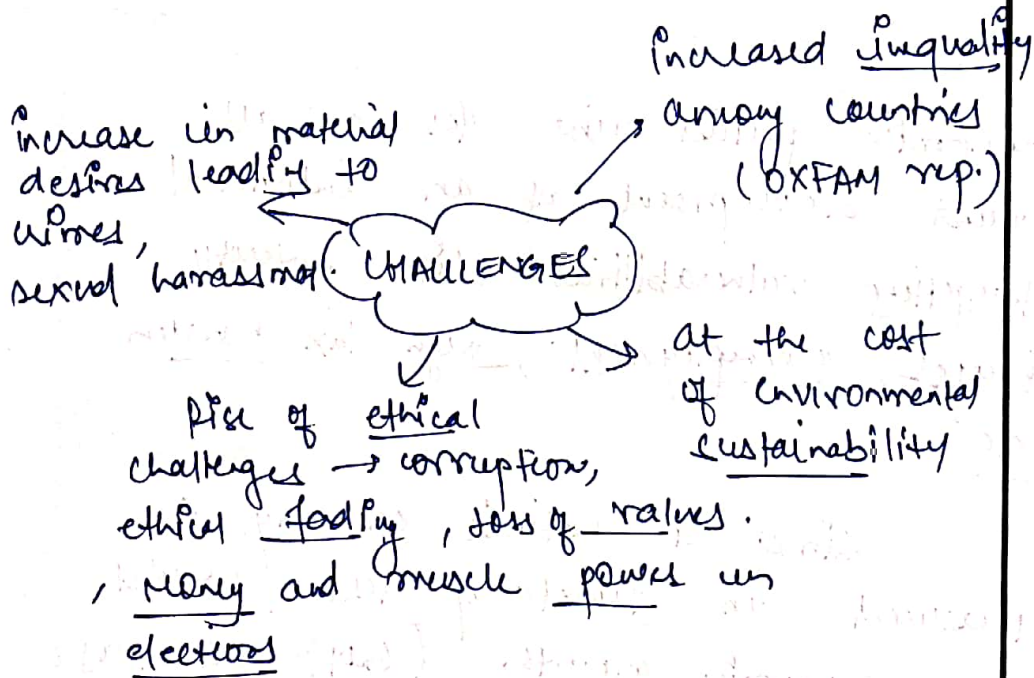
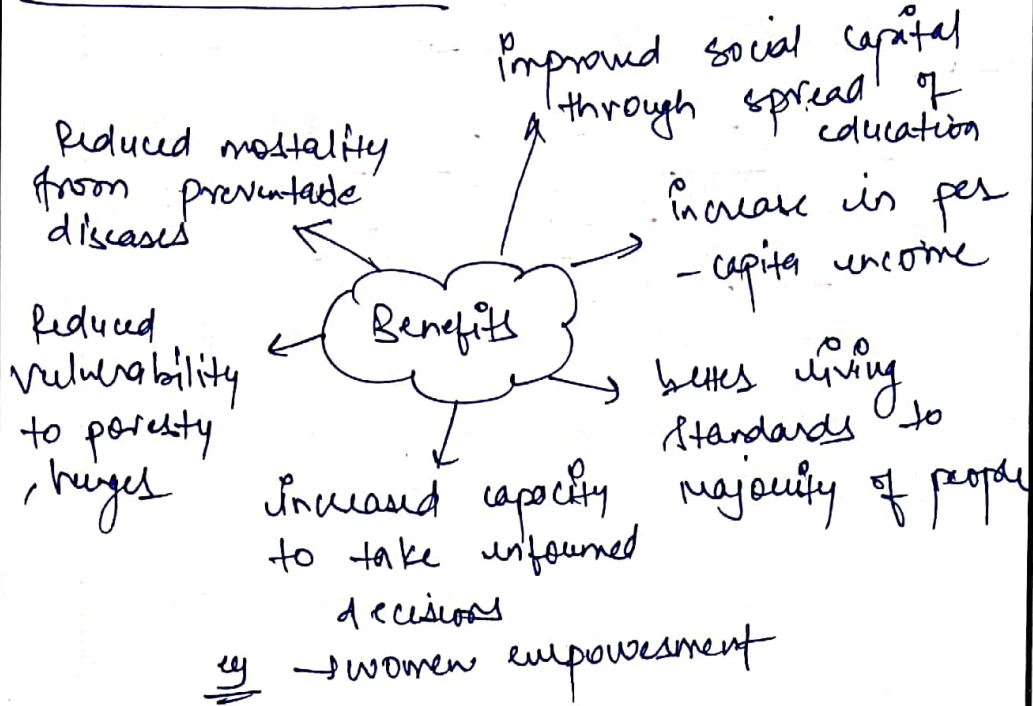
(a) विगत कुछ दशकों में विश्व भर में जी.डी.पी. की संवृद्धि को आर्थिक नीतियों का स्तंभ माने जाने का मूल आधार क्या था?

(b) जी.डी.पी. की संवृद्धि में 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 policies aim for an all round development of an individual targeting vulnerabilities like poverty, hunger, unemployment, high tax burden etc

Since a nation's economy is measured in monetary terms would over, economic growth (GDP) serves as a parameter to evaluate economic success.

ECONOMIC GROWTH



(a) GDP growth was chosen as the parameter to judge economic policies as

↳ It captures the value of goods / services produced "WITHIN A COUNTRY"

↓
allows to evaluate the impact of policies on its citizens.

Green revolution is considered a success as it led to an increase in agricultural GDP and self sufficiency in food crops

(b) It allows sector wise evaluation of policies in form of 'Gross value Added'

(c) It is easy to calculate and gives a universally accepted metric

(d) It allows countries to claim subsidies in WTO and declare themselves

as developing country, using any other parameter can exclude the benefits farmers / officers in developing world enjoy.

(C) Need for a reassessment

Many 'developed' countries fare low on other indices like corruption perception index, Happiness index, EU's democracy index.

At the same time, many countries with low GDP are among the top countries in terms of social capital, standards of life etc.

WHY GO BEYOND GDP

- ① GDP fails to incorporate skewness in ownership of wealth and can hide glaring socio-economic inequalities
- ② Ignores the value of unpaid 'care economy' (eg - housewife)

(ii) excludes an entire area of underground transactions, black economy 4

(iv) It does not tell whether the rise in GDP has been translated to commensurate rise in quality of life

eg High military spending can skew up GDP but leads to unemployment for the poor as the money could've been used for them.

Other COMPONENTS

(i) Happiness and societal harmony → (World happiness index, HDI by Bhutan)

(ii) women empowerment

(iii) political stability

(iv) Extent of corruption

(v) Adherence of the country to globally recognised norms and consensus.

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 has brought many behavioural changes to humanity in order to contain the spread. These are

① Emphasis on sanitary cleanliness

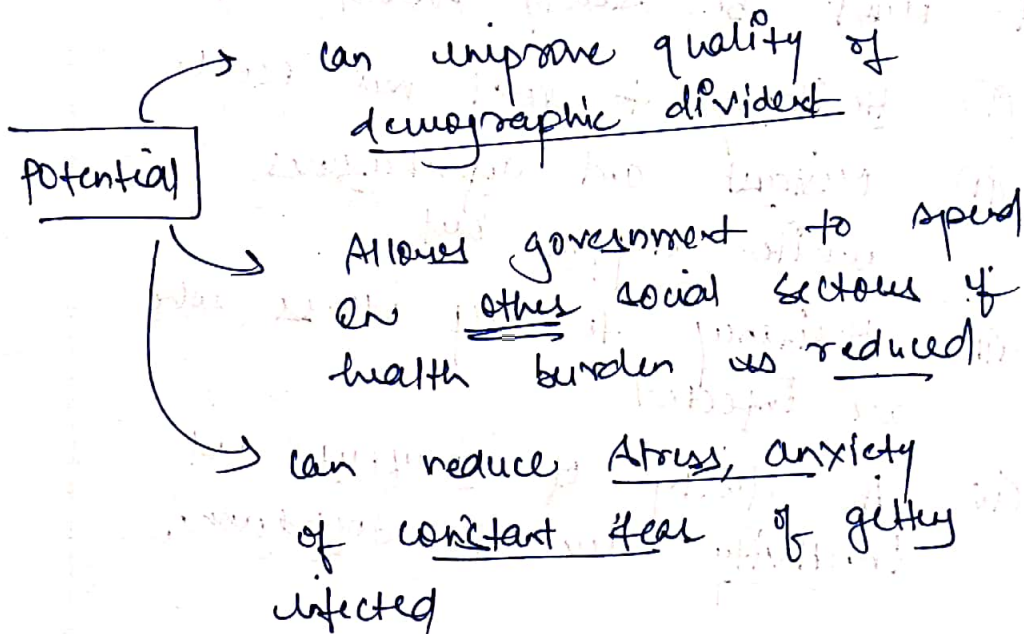
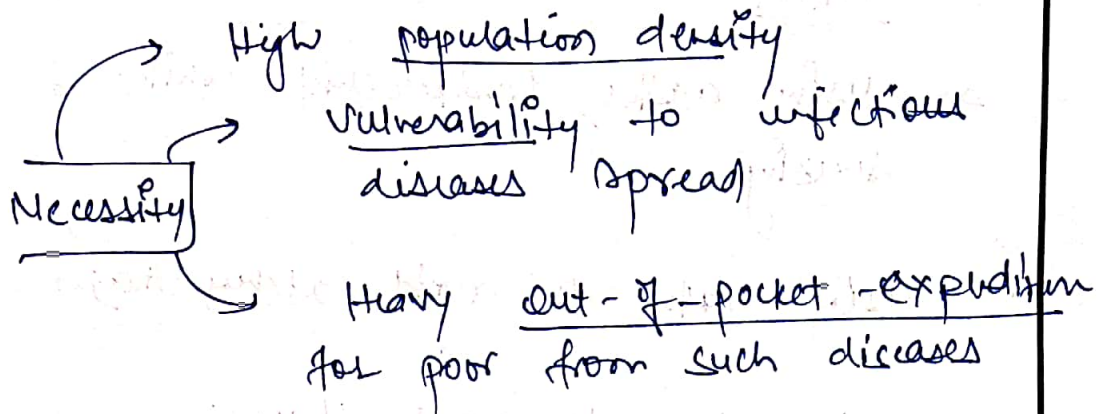
→ Regular handwashing + sanitation

- cleaning surface in external contact
- using masks, handkerchief while sneezing
- using masks to avoid catchy virus

It has also led to some changes that must be slowly phased out

- (i) Hesitancy to meet new people
- (ii) Mistrust and apprehensions while stepping out
- (iii) Hesitancy to help others who are infected
- (iv) A feeling of cowpout and prochivity due to lockdown.

Due to continued efforts of all stakeholders, COVID 19 is gradually declining. But the behavioural changes must be a part of our lives to avoid future pandemics.

(a) Behavioural change in India

Behavioural change can be a big boost in order to achieve many nationally sought targets (elimination of TB by 2025) and global goals (SDG 3).

(4) Different stakeholders involved are

	Role
People / Society	<ul style="list-style-type: none"> • <u>emphasising</u> on <u>community protection</u> through <ul style="list-style-type: none"> → <u>barriered</u> the entrance → <u>imposing penalties</u> for guideline violation → <u>avoiding</u> spread of rumours and misinformation in society → <u>social sanctions</u>
Civil society organisations (NGO, SHG etc)	<ul style="list-style-type: none"> → taking the message and guidelines to the rural hinterland → providing reliable <u>scientific information</u> to remove superstitions → <u>collaborating</u> with administration for better outreach → using <u>social media</u> as a tool of persuasion

Health care
workers

→ providing tele-counselling
to alleviate fears

→ explaining the virus and
its spread through
scientific means

Government
/ administration

→ going to societies and
emphasizing on power of
collective effort

→ taking lead by acting
as role models

(C) CHALLENGES

↳ potential of miscreants to spread
rumours, vaccine hesitancy and
misinformation by fueling anxiety

↳ our rational mind is dominated
by irrational thoughts and fears
during such times

↳ Hesitancy and denial of benefits
of vaccine among many leashed people

↳ potential of clash with religious
customs and practices which involve
gathering.