



# VISION IAS

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## GENERAL STUDIES (TEST CODE : 1494)

Name of Candidate	Shreya Shree		
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Center		Date	

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). 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> सभी प्रश्न अनिवार्य हैं।</p> <p>4. The number of marks carried by a question/part is indicated against it. 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. 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. 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. 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		
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11	20		
12	20		
13	20		
14	20		
<b>Total Marks Obtained:</b>			
<b>Remarks:</b>			
<b>Signature of Examiner</b>			

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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.

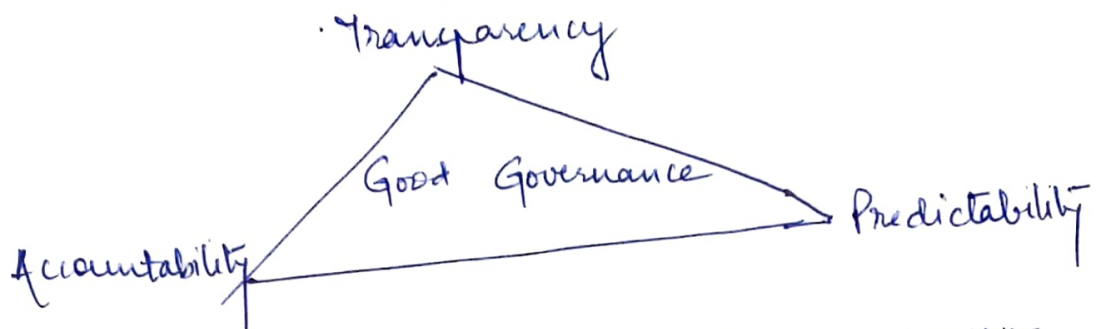
5.

6.

**All the Best**

Ans 1(a). Probity in governance refers to confirmed integrity. It is the trait of having strong moral principles as well as the conviction to follow them.

The three pillars of good governance are:



Probity enhances transparency and accountability in the following ways:

① When a public servant has integrity, she

Ans 1(b)

On the scale of a person's response to someone else's misery, pity lies at the lowest, followed by sympathy, empathy and compassion at the top.

Empathy: It is the ability of a person to stand in someone else's shoes and feel their pain as one's own.

Compassion: It is the superlative of empathy wherein one not just feels others' pain but is also compelled to act on it and works to remove their misery.

Importance of compassion to weaker sections in administration

- (i) administrators able to act as agents of change
- (ii) compassion is usually accompanied by generosity, kindness, understanding.
- (iii) ensures people-centric, humane administration.
- (iv) Facilitates better understanding of ground realities.
- (v) Enables practicable solutions to grass-roots problems.

An administration can be made more compassionate through

- (i) awareness about life & struggles of the vulnerable
- (ii) enhancing sensibility by valuing others' life and effort to understand their perspective.

A compassionate administration is need of the hour with rising threats to vulnerable in the form of lynching, honour killings and persecution.

Ans (2) Ethics and law though overlap, do not completely superimpose each other.

Ethics: refers to the acceptable standards of behaviour in a society. It is externally imposed, by a consensus and often has moral backing.

Laws are codified norms of behaviour in the society. These are accompanied by legal sanctions in the event of any violations.

### Conflict between ethics and laws

Both ethics and laws are subject to change w.r.t socio-political milieu. Thus, they sometimes come into conflict due to different influences on them.

- (i) Homosexuality has recently been legalised in India. However, it may still be considered unethical by some religious communities.
- (ii) Lobbying is unethical as it overturns the democratic consensus of the citizens through elected representatives. However it is legal in most countries, including India.
- (iii) Equality of all genders and classes is ethical. However, countries like Saudi Arabia are only recently giving recognition to gender equality. Even in oldest democracy of USA, racial inequality was legalised.

Thus, there is dissonance between the two. However, with rising activism and general awakening, there is convergence of laws towards ethicality. Abrogation of Sec 377, adultery in India are examples of the same.

Ans 2(b). According to Goleman, Emotional Intelligence constitutes of 5 elements:

(i) self awareness

(ii) self regulation

(iii) motivation

(iv) empathy

(v) social skills.

Emotional intelligence is a recently minted term that acknowledges synchronicity between emotions and intelligence.

It aids an administrator by imbuing the following traits in them:

(i) High self regard, giving them recognition of one's strengths and ability to use it.

(ii) Maintain appropriate work-life balance.

(iii) allows to act as a role model.

eg: several doctors and politicians have come forward to publicly get COVID vaccination to dispel vaccine hesitation.

(iv) Enabling others to act by giving them encouraging environment.

(v) Handle pressure without getting ruffled.

(vi) Inspiring a shared vision, promoting others to contribute.

Thus, an administrator with high emotional intelligence is an asset and is more effective in her duties.

### Ans ③ (a) Integrity & Honesty

Civil servants are custodians of public funds. It is their duty to use public resources to maximise social welfare. Having integrity allows them to make decisions in favour of social welfare backed by strong moral principles. Honesty helps them to make best possible utilisation of these resources, without greed affecting their decisions.

### (b) Objectivity & Neutrality

In the course of public service, an administration is faced by several difficult choices and hard dilemmas. Objectivity and neutrality aid in unbiased decision making. It also helps in maximising welfare as needs of all stakeholders and costs of each alternative are properly evaluated.

### (c) Impartiality & non-partisanship

Having an impartial outlook allows unbiased decision making. It enables accounting for all costs and benefits, disregarding any personal ties an administrator feels towards any group. It enables depersonalisation of the services and the administrator acts more than just as an individual.

### (d) Accountability & Responsibility

Accountability increases efficiency & effectiveness by discouraging unethical behaviour. A sense of responsibility allows one to have a wider perspective than an individual, allowing better fulfilment of duty.

Ans 4 (a). Lying has been considered as ~~not~~ immoral and unethical by all religions, scriptures. The author Khalid Huseini calls it a form of stealing as one steals another's right to know the truth by lying to them.

However, lying cannot be considered morally wrong in all circumstances. There are some values, even more important, like the value of a person's life; welfare of a large group, etc.

(a) For eg.

(1) Schindler and many others in Nazi Germany lied to authorities and employed Jews as essential labour in order to save their lives.

(4).

## Ans 4 (b) Attitude vs Aptitude

### Attitude

- (i) It is an enduring notion towards a person, an object or event.
- (ii) Formed through various stimuli - past experiences, social influences, etc.
- (iii) Regarded as predictor of one's behaviour.
- (iv) Associated with character and virtues of a person.
- (v) Mostly mental concept. Can impact behaviour, which is physical.
- (vi) Difficult to change once it has been internalised.

### Aptitude

It is a combination of interest in an activity & an ability to perform it.

→ It can be either acquired or innate.

→ Can be predictor of future performance, as it shows ability to acquire a skill.

→ associated with competence & talent.

→ Constitutes both mental & physical aspects.

→ Can be changed with training and skilling in some cases.

Desirable attitude in civil servants comprises of:

- (i) Positive attitude to deal with difficult situations.
- (ii) Open towards change.
- (iii) Scientific and evidence based opinion formation.
- (iv) Empathetic and compassionate to weaker sections.
- (v) Democratic attitude and treatment of citizens as stakeholders.

Ans 5(a) An ethical dilemma occurs when one is faced by a choice between two conflicting values, both of which are important guides.

Gandhi's Talisman offers a consequentialist approach towards resolution of this dilemma.

He has instructed to evaluate one's action on the basis of whether it will help or harm the weakest, most vulnerable person one has seen.

Thus, it encourages ethical behaviour of civil servants by pushing values of honesty, impartiality, non-partisanship and accountability.

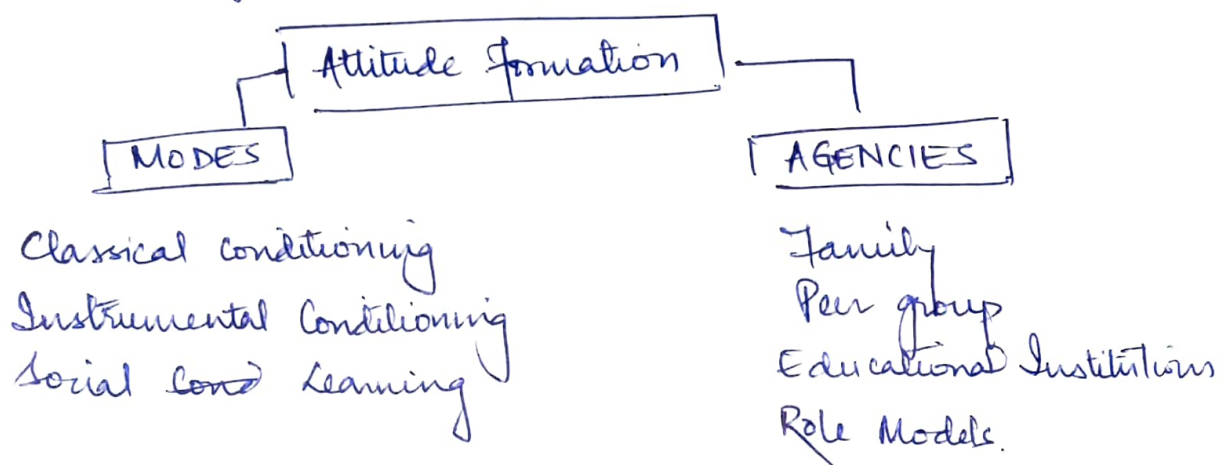
In case of conflicting values, Gandhi's Talisman motivates one to evaluate the direct and indirect costs and benefits to each stakeholder involved and weigh them against each other to arrive at the right course of action.

For eg. in the decision of deforestation for a highway project, a civil servant weighs the costs borne by the farmers and tribals dependent on the forests with the benefits received by the general citizenry, which includes these farmers as well. If she finds that the benefits outweigh the costs and also lead to welfare of the affected group, she goes ahead with it. Otherwise, alternatives are looked for and similarly evaluated.

Ans 5(b). Attitudes are enduring notions / stances towards an event, object or a person:

They are abstract constructs, acquired through socialisation and influence perceptions and behaviours.

There are 3 modes of attitude formation ~~and~~ that act through various agencies.



→ Thus, families reinforce attitudes by repeatedly behaving in accordance to that.

Eg. Parents respect elders leads to children being respectful.

→ Peer group and educational institutions mainly influence through instrumental conditioning. People with positive and likeable attitudes beget more friends as well as awards and praises and vice versa.

→ Role models embody various attitudes and individuals learn these by observing and internalising them.

Although attitudes are difficult to change, this can be accomplished by persuasion and social influence and manipulation, though it is best avoided.

fm (b) (a) Beliefs: These are cognitive constructs ~~believed~~ assumed to be true but may not necessarily be so. It comes through experience and influence our ideas, viewpoints, knowledge and attitudes.

For eg: an individual can believe that reciting a certain hymn gives them mental strength in difficult situations.

(b) Values: Generally used with a positive connotation, these are traits regarded to be desirable by the society. These are external and generally expressed in terms of 'should', acting as guiding principles.

For eg: Honesty, selflessness, Impartiality.

(c) Norms: refer to socially accepted standards of behaviour. These establish social control. An individual could face exclusion on violation of norms. When ~~to~~ these are codified, become laws.

For eg It is a norm to be respectful towards elders and those in authority. Someone talking back to parents is thus looked down upon.

(d) Principles: are abstract constructs to guide behaviour towards attainment of a particular value.

For eg: impartiality implements value of equality.

(e) Morals: refers to ideas of good/bad or acceptable/unacceptable as ordained by society. These are externally enforced.

For eg: Being truthful is moral. Cheating is ~~immoral~~ immoral.

Ans 7 Utilitarianism is a consequentialist approach to normative ethics. In this, the ethicality of an action is determined by the quantity and spread of utility gained.

Thus, it emphasises actions that lead to greatest good of the greatest number.

Main proponents ~~are~~ <sup>was</sup> JS Mill &

### Critique

- ① unquantifiable nature of happiness
- ② ~~A~~ Difficult to know precise consequences of any actions beforehand
- ③ Ignores minorities and their interests
- ④ can potentially entail morally problematic things to bring about 'greater good'
- ⑤ definition of 'greater good' highly subjective and may not necessarily be in consensus.
- ⑥ utilitarian approach leads to inconsistent behaviour  
Thus, social stability becomes at stake.

~~For eg, A judge might rule that an ~~accused~~ ~~is~~ to be beaten as this would~~

For eg A judge might rule for punishment even in case of insufficient evidence in case of an ~~acc~~ alleged serial killer, to prevent perpetuation of their crime. However lack of evidence could very well be due to innocence of the accused.

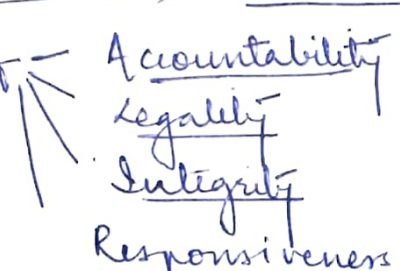
Ans ⑧ An ethical dilemma refers to a choice between different values of public administration. It can occur in various forms.

- ①. Between different fundamental values.
- ②. Personal values vs authority directives
- ③. Professional ethics vs supervisor's demands.
- ④. Competing accountabilities.

Foreg: ① efficiency vs accountability  
② personal regard for elderly conflicted by ~~the~~ instructions to put this issue on the backburner.

③ accountability towards department vs society.

Strategies to resolve dilemma.

- ①. ~~Less~~ Evaluation of ~~best~~ values involved.
- ②. Examination of ~~the~~ impact of alternatives of various stakeholders, immediate and long term
- ③. Imperatives of 
  - Accountability
  - Legality
  - Integrity
  - Responsiveness

Thus, ethical dilemmas are inevitable in the course of public administration. However, it is important to navigate these gray zones keeping in mind, the AIR imperatives in order to arrive at the best possible conclusion.

Ans ①. The ethical issues involved in this case are:

- ① Impartiality and non partisanship vs .  
Obedience and following directives of authority
- ② Professional morality vs job security .

Stakeholders involved are:

- ① reporters
- ② the news outlet .
- ③ the people being reported about .
- ④ general citizenry .

Impact of the various alternatives on, ~~the~~ stakeholders are:

- ① Follow the task given by organisation:
  - Job security ensured by following directives
  - biased reporting affecting citizen's perception .
  - no conflicts at workplace
  - troubled conscience
  - possible loss of credibility, <sup>when</sup> if this gets leaked
- ② Organised protest by reporters within organisation
  - authorities given a chance to reevaluate actions
  - Potential job loss | disciplinary action
  - Free conscience
  - Potential difficulties in getting new jobs .
- ③ Leave the job .
  - promotes culture of biased reporting

- may face the same issue at new workplace as well.
- professional ethics not upheld.

### (2nd) Whistleblowing.

- organisation is publicly criticised - loss of reputation
- potential targeting by vested interests
- difficult to find new jobs.
- encouragement to others to come out in the open.

### Preferred course of action:

In such a situation, the best response is gradual escalation. Initially, the reporters must collectively confront their seniors on the ethical issues and compromise of journalistic ethics. If this doesn't work, the reporters should take to whistleblowing. It is important to allow the organisation to give a chance to explain itself and pursue course correction. However, if the organisation has a history of suppression, the employees must directly approach whistleblowing.

Journalism is ~~is~~ the fourth pillar of democracy. It is crucial that it remains unbiased and accountable as their narratives have the power to make or break the society.

Q10

## Stakeholders involved

- ① citizens
- ② shopkeepers
- ③ service providers - transport, etc.

## Issues involved:

- Citizens
  - high prices of goods
  - inability to meet essential needs
  - possible loss of livelihood due to restricted mobility
- Shopkeepers & service providers
  - supply constraint
  - inability to fulfil consumer demand
  - issues in prioritisation

## Cause of action:

Although classical economics preaches laissez faire, this is a clear case of market failure and requires govt intervention.

As the District Magistrate, my priorities ~~would be~~ are

- ① Citizens able to get essential needs.
- ② maintain law and order
- ③ prevent shopkeepers and service providers from profiteering off of a crisis.

Thus, I would take the following steps:

- ① Identify the most vulnerable groups - children, elderly, ~~the~~ pregnant women, diseased - and prioritise their access to essentials - food, water, hygiene products, clothing, emergency transport
- ② ~~to~~ set aside a portion ~~for~~ ~~emergency~~ of available goods for emergency and ration the rest to the households.
- ③ Impose price ceilings ~~so~~ that goods remain affordable.
- ④ Managing demand - supply will automatically reduce law and order problem to a great extent. Rest can be managed by greater policing of sensitive areas and allowing stakeholders to report issues.
- ⑤ Alongside all this, it will be necessary to ensure accountability and grievance redressal mechanisms are in place to enable efficiency & effectiveness.

~~As~~ Natural calamities are inevitable. However their impact can be mitigated by proper planning and preventive measures. Ensuring resilience through terrain suitable constructions could go a long way in decreasing miseries faced due to calamities!

Ans (11)

## Healthcare rationing

Healthcare, as any other public resource, is often in short supply vis-a-vis demand, especially in the case of a developing country like India. However, even USA, the largest per capita spender on health care faces inadequate supply challenge in healthcare.

### Pros of rationing by age.

- (i) very high costs of old age medicine and treatment, burden on exchequer
- (ii) ~~Old~~ Elderly do not contribute to GDP at present, thus their consumption of public resource makes it unaffordable for other age groups.
- (iii) Diversified resources can go to other groups — economically disadvantaged, etc.
- (iv) Decreased cost of health insurance increases coverage.

### Cons of rationing by age.

- (i) Moral obligation to ensure welfare of elderly.
- (ii) Actual cost of care for elderly is falling, when accounted for inflation.
- (iii) Ethical concerns on design and implementation of health care rationing on any grounds.

The principles of healthcare ethics must guide health workers in the event of such dilemmas.

These are:

- ① autonomy
- ② beneficence
- ③ nonmaleficence
- ④ justice

The justice dimension ~~is also~~ encompasses 4 further dimensions:-

- ① access
- ② equity
- ③ participation
- ④ human rights

Thus health care workers must be guided by bioethics principles in ~~such~~ difficult times.

- Ans ⑫
- An acceptable gift ~~and~~ is differentiated from a bribe on the basis of
- ① closeness of relation,
  - ② professional overlap of jurisdictions.
  - ③ intents of quid pro quo against the gift.

Ethical issues in the present case:

- ① Personal relationships vs professional accountability
- ② Possible influence of gifts over future decision making.

Course of action:

It is essential for an administrator to keep her professional and personal lives separate from each other. This situation is a clear case of both worlds colliding. As the concerned businessman is a close childhood friend, it will be rude to cut off ties with them. On the other hand, personal relationships are ~~import~~ major factors behind conflicts of ~~conscience~~ <sup>interest</sup> and ethical dilemmas.

In this situation, I would present details of all my assets and conflicts of interest regarding friends and families to the authorities, I ~~would~~ request them for a suitable reassignment.

I would also request my friend to take back the gift and avoid ~~expensive~~ gifting as long as our professional responsibilities are entangled.

## Yellow Journalism

Ans (13)

~~Ethical issues associated with yellow journalism:~~

① ~~Biased reporting.~~

② ~~to~~ Yellow journalism occurs in the following ways:

① scary headlines, with catchy phrases and huge font

② fake / imaginary images

③ fake interviews, misleading statistics.

④ dramatic sympathy with the underdog, against the system.

Issues arising due to yellow journalism.

① Biased information to citizenry.

② Hindrance to proper legal investigations.

③ Problems to the accused - public vilification, mental health affected.

④ Mised citizens demand for radical solutions, potentially threatening to democracy.

Principles to rein in media glare:

① Formulation and implementation of code of ethics & code of conduct for media houses.

② Realigning incentives so that TRP doesn't remain sole indicator for success of media.

③ Install feedback mechanism to encourage better reporting.

④ Fix accountability of editors & journalists in case of unfounded accusations.

⑤ Govt as well as citizen support to unbiased reporting outlets.

⑥ Institute measure of ~~biasedness~~ of news outlets, make these scores easily accessible to public.

Ans (14) Fairness products advertising  
India is a country deep in the grip of 'light skin' bias. Whereas 'fair' means unbiased and non-partisan in most usages of English, in India it means one with a lighter skin tone.

Ethical issues involved:

- (i) Against diversity of people.
- (ii) ~~It~~ Imposition of external standards of beauty.
- (iii) Unjust emphasis on one trait as determinant of beauty.
- (iv) ~~\$~~ Overemphasis on appearance as indicator of quality of life and happiness.
- (v) Impact on mental health of those with darker skin.

Consequences of light skin preference:

- (i) ~~Prejudices, mostly unfounded~~
- (ii) Unfounded prejudices relating skin colour to other fields - intelligence, happiness, etc. leading to limited opportunities.
- (iii) Mental health issues.
- (iv) Use of various products & drugs without prescription to 'remedy' a natural state.
- (v) Wastage of money on useless products which could be instead used for proper nutrition, or other needs.

In my opinion, this is a deep seated issue that needs to be tackled at multiple levels.

### Legal / administrative measures

- ① Regulation of terminology used in advertisements
- ② Rebranding as 'skincare' products rather than whitening / lightening products.
- ③ Ban on products claiming change in skin tone without clinical evidence.

### Societal level:

- ① Awareness of about other traits as determinants of future happiness
- ② Increased representation to various skin tones in media — news, movies, etc.
- ③ Discussion on ill consequences of colour based discrimination.

Thus, deep rooted problems aren't resolved easily, but one must not ~~stop~~ give up without a fight.