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GENERAL STUDIES (TEST CODE : 1525)

Name of Candidate	Manish	Registration Number	810341
Medium Hindi/Eng.	English	Date	4/1/21
Center	Online		

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, विद्यापीठ 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 (स्यूरीए) पुस्तिका के मुख्य पृष्ठ पर अंकित निर्दिष्ट स्थान पर किया जाना चाहिए। उल्लिखित माध्यम के अतिरिक्त अन्य किसी माध्यम में लिखे गए उत्तर पर कोई अंक नहीं मिलेगा।
- 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

बदि 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।

Public service, despite regulation by laws & rules holds vast discretionary powers which could prove to be a blessing or a curse (A Double Edged Sword)

eg discretion with Chief Justice of India to assign a case to a particular bench could boost efficiency and quality service delivery, if he act in unbiased way and assign it to the most competent ~~way~~ in Judge in the case's domain.

However, this could undermine Judicial Integrity and prove to be a curse, if his opinion is clouded by biases and act in partial way.

In the same way, A SP's decision not to deploy adequate number of force could aggravate a conflict situation, (since the strength of the force is subject to his/her discretion)

To avoid such misuse and prevent crisis of conscience, Impartiality, Compassion & Integrity should be the virtues of a public servant

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?

The 'chalta hai' attitude of public towards corruption is primary reason for Normalisation of corruption in society.

This gives acceptance to this culture and leads to erosion of public faith & Trust

Shifting Acceptance to Rejection

- ① Better ethical and moral training from the beginning.
eg family, schools and other agencies of socialisation could help in this.
- ② Reinforcement of behaviour but Reward and Punishment. i.e. stricter implementation of POCA 1988 to penalise bribe givers and receivers

Refusers and whistle blowers

- ③ Strengthening public trust in office by introducing Transparency reforms like Citizen's charter

Public's perception of Administration as clean & corruption free would guide them to change their behaviour.

A corruption free, Transparent and Accountable Public service is essential for social inclusive change

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

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

Ethical business practices ensure that a company inculcates the principles of Accountability, Transparency, Rightousness in its corporate work culture

Why is it a key for long term survival

- ① Ethical work practices helps in earning goodwill of people & boost company's image.

This helps in economic growth
eg The country feels connected to Tata's Products because of the goodwill they've earned.

- ② A prosperous society could be achieved if the companies are responsible. Only a prosperous society could serve as good customers.

eg. If a company causes health problems (unethical), this can impoverish its ~~for~~ consumers by increasing out of pocket expenditure.

③ unethical companies often violate law for short term gains and perish.

eg. Decline of Kingfisher due to unethical practices.

Thus companies need to be ethical and should learn from H. Ford.

"A business that just does business doesn't make a good business"

2. (b) Law succeeds in encouraging ethical behaviour in a society only when it is backed by conscience of its individuals. Discuss. (150 words) 10

किसी समाज में नैतिक व्यवहार को प्रोत्साहित करने में कानून केवल तभी सफल होता है जब इसे समाज के लोगों के अंतःकरण द्वारा समर्थन प्राप्त हो। चर्चा कीजिए।

Law and Ethics both, in general, aims at societal development and progress. Law can introduce Behavioural Nudge and introduce ethical Behaviour, but only when people consciously back it.

If people are not supportive of a law, they would disrespect and violate it. (eg Road Latt Act) Moreover, if people's conscience doesn't support a change, even law can not introduce it.

Society at large has normalised corruption despite Prevention of corruption Act, 1988 because such change requires their consciousness backing. Similar is the case of Dowry Prohibition Act.

and Pre Natal Sex Determination
Prohibition.

However, this doesn't undermine
the utility of laws, laws too,
over a period of time can change
social behaviour. For example

Banning of Sati by Regulation of
1829.

Hence, a delicate balance between
law and ethical conduct need to
be maintained, for both are
complementary of one another.

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 शंत होना शुरू हो जाता है जिस दिन हम उन विषयों के बारे में चुप रहना शुरू कर देते हैं जो मागने रखते हैं। मार्टिन लूथर किंग जूनियर

This Quote of Martin Luther King Junior highlights the fact that inaction of society against injustice is more deadly than the injustice perpetrated by evildoers.

If we become silent, the strength of the oppressor increases and so will our difficulties.

eg The current climate emergency requires global action.

This matters to us and if we become silent (like US's with drawal), the GHG concentrations will rise leading to eventual death.

Thus to tackle such challenges, we need to become vocal and actionfull.

In a civil servants life, ^{say} if she is ~~is~~ silent about corruption in department, this could jeopardise public welfare & defeat the very purpose of her job.

A more initiative taking and more vocal leader like MLK is required to tackle Modern challenges of Humanitarian crisis poverty etc

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 गहर 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। इमैन्युअल
कान्ट

Kant belongs to the Deontological
School of thought which underscores
that the action itself and not
the result determines the Ethics
of an act.

Drawing the same analogy, the
Ethics would be decided by a
person's Evil Mind and Not just
his action.

if a person thinks of stealing
someone's money, and for
some reason he couldn't do it.
He is not ethical because some
time or later he would give
effect to his thought.

This is also enshrined in Gandhi's
concept of Asteiya

A present public Administration
If a person is "thinking" of Kent-Seeking, he is unethical because
his thoughts will guide his Action
sooner or later. But for the
moment he hasn't done anything
illegal.

Thus the Quote of Immanuel Kant
holds significance even today

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 the quality of an individual that helps him as a functional member of society by assessing societal Morals, Reactions and Emotions.

Emotional intelligence on the other hand is the ability to control one's own and others' emotions and use them to guide thought & Behaviour (~~Not~~ Daniel Goleman)

Societal Intelligence stems from emotional Intelligence where one uses his EI for societal evaluation

For example:- Handling the reactions and emotions of your colleagues is a function of Emotional Intelligence and the same idea

when an individual apply to
evaluate ~~to~~ and deciding the
response to social norms &
reactions is Social Intelligence

Both EI and SI are complementary
to each other and helps an
individual in her conduct

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 conducts regulates the specific behaviour that the employees of an organisation should exhibit in particular situation. code of ethics gives a broad framework and foundation for it.

For example :- The Ethical principle of tolerance and compassion leads to provisions like No Sexual discrimination etc in organisations.

similarly, ethical value of dignity forms the basis of "Protection of Sexual Harassment at workplace".

Since Code of Ethics is, general and couldn't cover all dimensions and scenarios, code of conduct

fills that gap.

However, apart from all the differences both code of conduct and ethics helps achieve the desired organisational goals & a positive work culture.

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 is the virtue by which you can feel the pain of others and make conscious efforts at minimising it. Wisdom on the other hand helps you assess your surroundings rationally and make a sound decision.

A compassionate person could make the place a better one by his/her efforts to reduce suffering (Hunger, malnutrition, poverty) and his wisdom could guide him to control his emotions by showing Emotional intelligence.

eg. A compassionate person or businessman could be empathetic to A NGO in Poverty's domain but he could be cautious of the

NIGOs functioning which could
be opaque, guided by his
wisdom.

Thus wisdom helps a person
make efficient use of empathy
and make an Individual perfect

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।

The Missile Man of India,
Dr. Kalam is an Inspiration
for public servants, for it
involves large potential to
significantly impact people's
lives.

Lessons from Dr. Kalam's life

- ① Public Interaction - Dr Kalam's ground level interactions could be taken up by public servants which could help bridge the gap between public and administration.
- ② Scientific Temper - A virtue often neglected by many of us, holds immense importance in a society deeply entrenched in dogmas & superstitions.

- (3) Compassion - Dr. Kalam once took out an employee's daughter out for walk just because he was busy. Civil servants need to ^{develop the same}
- (4) Humility - Despite being the president. This in civil services could shatter the "Main Baap culture".

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 document which contains an organisation's objectives, Quality of the service that it would provide etc.

Essential Information

- ① Objectives of organisation
- ② Time in which the organisation seeks to provide service.
- ③ Grievance redressal & Helpline
- ④ ~~How~~ Functioning of the organisation.

However, the concept of citizen's charter has been a limited success

Steps suggested

- ① Earmarking Budgetary support for awareness generation as most people consider pamphlets as citizen's charters.

- ② Training of authority for framing of citizen's charter
- ③ Charter Authority (like UK) for approving standards of citizen's charter.
- ④ Accountability and enforceability of citizen's charter could increase its utility.

Any public organisation's objective is empowering public and it would serve the ethical responsibility by proper implementation of citizen's charter.

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।

More than 30 million people are living in refugee camps, thus highlighting moral breakdown of society and lost sanctity of signified life.

Roles and Responsibilities of States

- ① International cooperation for checking authoritarian regimes and Terror organs in causing brutalities
- ② Rehabilitation of Refugees in refugee camps require Neighbours cooperation.
- ③ States could do their part by ensuring food & essential services to them.
eg India conducted operation Insaniyat to help Rohingyas.

④ Responsibilities of states is also to protect polarisation of Refugees (a concern about Rohan -gyas) as they are more prone.

with growing number of climate Refugees and absence of coherent Policy framework, International cooperation is urgent.

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 केन्द्रित शासन व्यवस्था की ओर स्थानांतरण की प्रक्रिया में एक बाधा के रूप में देखा जाता है?

Red Tapism is the unethical act of favouring the privileged class and not serving the deserving beneficiaries. It is characterised by Rent Seeking, corruption & crony capitalism.

Hurdle in citizen centricism

- ① It goes vs the principles of impartiality as it ignores the deserving people
- ② Breeds corruption and dwells national resources which could otherwise be used for citizen's welfare
- ③ Decreases Trust & faith in public administration, thus alienating the public from Administration

- (4) Red Tapsism serves a selected few and thus increases the haves-havenots divide. This gets reflected in poor Social Indicators.

A government being custodian of Public welfare must eliminate Red Tapsism by incorporating Transparency using innovations like e-Governance.

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।

a) The above case involves the following issues:-

- ① Rising number of fatalities
- ② urgency of delivering the vaccine due to pressure.
- ③ Vaccines being expensive might not reach every deserving person
- ④ concerns raise over safety and efficacy of indigenous vaccine.
- ⑤ Responsibility of the state to ensure affordable healthcare (Quality of public service delivery)
- ⑥ Delay for other vaccines to come to market might increase the number of fatalities.

b) My course of Action, as the Cabinet Secretary should be guided by Responsibility, Rule of law and Empathy among other values.

Course of Action

- ① Since the health experts have raised concerns over domestic vaccine, I would refrain from opting this because its short term benefits & long term evils could jeopardise public health.
- ② To contain the spread of the fatalities, measures such as containment zones, lockdowns could be strictly enforced in hotspot regions.
- ③ To expedite the process of vaccine development, I could request the political executive to support R&D and vaccine development from state funds.
- ④ Exploring the option of procuring currently available vaccine for high priority areas / populations.

like aged people, pregnant ladies etc.

- ⑤ Informing the concerned stake holders, (ICMR and Approval agencies) & investigation into the methodology used to get domestic vaccines approval and see if any unethical act was done.

It is the responsibility of the state to act in the spirit of 'Parans Patrae' and ensure Quality vaccine to its subjects 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। 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 अंशतः 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 को 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।

Educational institutions form the first formal Agencies of socialisation and helps in inculcating

Values and Behavioural Ethics
in Individual for enabling him
to function as a member of
Society :-

a) Role of Education

- i) Education helps a citizen realise his potential and shapes the goal of a child what the child decides to become in life, shapes his actions and choices
- ii) Education inculcates values like Team spirit, leadership, competition using methods like sports & team games.
- iii) Education changes antisocial behaviour by reinforcement through reward & punishment
eg Punctuality inculcated by punishing latecomers.
- iv) Education using academic avocules inculcates civic

Values such as Rule of Law,
Human Rights, Rationality &
Scientific Temper.

- (b) The govt no doubt is responsible for lack of Equity, Quality & Efficiency in Service Delivery of Education, but other stake holders are equally at fault.

Stakeholders who should press for change

① Role of Teachers:

- adopting more engaging & compassionate ways of teaching and not just corporal punishment
- Better evaluation methodologies and not merely running for grades.

② Role of Society:

- less importance to Marks (which often leads to anxiety and depression) and more to learning and way of thinking

→ Avoiding a bitter competition and Rat Race.

→ Reflect the progressive values that the child should adopt.

③ Role of Parents

→ Teaching not just Academics, but values of Tolerance, women dignity which often found missing in regular curriculum.

→ Asking about mental health issues and assuring the child.

Since, children of today will run the country tomorrow, it is imperative that society, family, govt & Schools come together in inculcating not just academic but also Moral and Ethical values in them.

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 इनको 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 सम्बंधक व्यवहार के प्रति लोगों को आकर्षित करने के लिए आवश्यक हैं।

23 out of world's 30 most
Polluted ~~to~~ cities belong to
India and Each one of us is
to be blamed for this.

a) Reasons for such behaviour on
part of Society includes

① Lack of Ecological understanding
which creates absence of
responsibility towards Environ-
ment and Ecology (Resources
that we've rented from future
generations)

② Ignorance:- The educated ones especially in the cities know that they are responsible but turn a blind eye towards it
eg writing a newspaper column on GHG Emissions while you yourself are owning 4 vehicles

③ Lack of Enforcement of legislation creates the feeling in society that 'no one is watching' & they will get away with it.

④ Blame games - each stakeholder blaming others without own accountability aggravates the situation

eg A farmer blames vehicles for pollution, city dweller blame stubble burning and crackers and the cycle continues

b) Measures required to nudge people towards Environment

① Behavioural change through Reinforcement using Reward and punishment.

eg # Rewarding a citizen for planting tree in backyard and punishing for garbage disposal in open.

② Intimating with consequences to create a sense of Negative Dissonance (much like Cancer images on cigarettes)

eg # decreasing life expectancy in Delhi by 2-3 yrs approx. could generate fear among people.

③ Role Models and awareness ambassadors could also be used.

eg # leaders, celebrities themselves using eco friendly products can

nudge people towards pro-Environment practices.

- (4) Civic and Academic Education but introducing Environment as a compulsory subject in curriculum. (not like present optional & ignored subject)

This could internalise Environment conservation in children.

A collective efforts of Policy Makers, International organisations and most importantly society at large is required to unveil the smoke curtain off the urban centres

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?

The evolving technology of social media and dynamic civil services has altered the way civil servants conduct themselves. Social media engagement of civil servants is one such alteration.

a) Issues involved

- ① Freedom to use social media of the public servants (in his private life)
- ② Personal opinions might be taken as Govt or Executive's Stand
- ③ Issues related to Trolling & impersonation
- ④ The lines between personal and professional expression might get blurred.

b) Criticism of Govt. policies on Social Media?

Social media is characterised by its wide reach and lightning speed, unlike conventional sources.

A Govt servant expressing his views critical of government's policies would reflect divergence

between permanent and elected executive. This could undermine public faith in policies because if the public see two agencies of service delivery fighting among themselves, it is bound to lose faith.

Moreover, since public service is policy implementation arm, its own evaluation of policies could prevent it from this task.

Hence, the public servants should refrain from being critical of govt's policies, especially on social media.

How should civil servants conduct themselves?

① Maintain a clear cut distinction between personal and professional posts.

eg A professional Account in the name of "DM - ~~City~~ City Name"

could be created apart from personal account.

② Ensuring that the account is used for public engagement and information dissemination only.

③ Refrain from engaging in unnecessary debates as their conduct can reflect Public Services' work culture.

eg # Recent example of a Police officer's engagement on Twitter

④ upholding the principle that anonymity and "without expecting anything in return (fame)" are virtues of public servant.

⑤ Refrain from policy criticism to maintain public Trust.

Public services must evolve with evolving times but not by undermining the very ethos on which it stands.

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 अतिरिक्त 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 बढ़ाने के लिए जी.डी.पी. की संवृद्धि के साथ पूरक के रूप में होने की आवश्यकता है।

The GDP centric Model has its Genesis in western Economic Theories which boasts Economic Development by increasing production and output. This is, today a widely acclaimed method by govts and International institutions

Rationale Behind this

- ① GDP growth provides the necessary resources required for the state for achieving its objectives (eg by Taxes)
- ② It boosts the production and improves consumption, thus improving the Quality of life
- ③ Provides employment to large number (due to expansion & its thrust on boosting output) thus solves problems of poverty, unemployment & underdevelopment

eg A country with its resources, and thrust on production & consumer goods could provide everyone with employment & basic necessities and emerge as Global Economic power.
(China after 1970s).

Need to Go beyond GDP

① GDP doesn't take into ~~neg~~
~~the~~ account inequalities

the Rich keeps getting richer & the poor poorer, is a result of only following GDP.

② GDP doesn't take into account negative externalities.

eg ~~#~~ Environmental degradation and its social costs are ignored while calculating production output.

③ GDP doesn't take into account other measures of development like Happiness, Good Governance, Ethical Rule and citizen satisfaction.

Components that can complement

① incorporating Happiness and public satisfaction as an indicator to improve ranking in Global

Happiness Index.

- (2) Acknowledging environmental degradation and social issues and taking them into account
- (3) Measuring inequalities (like UN) and adjusting GDP for it.

A GDP centric growth could provide the resources but Rational & Objective distribution need to be institutionalised for Inclusive 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 अनुसंसित व्यवहार परिवर्तनों के साथ इनके निरंतर अनुपालन की भी आवश्यकता है। ये चाहे जितने भी चुनौतीपूर्ण प्रतीत हों, व्यवहार में जिन बड़े बदलावों की अनुशंसा की जा रही है, वे वास्तव में लागू जा सकते हैं। इस संदर्भ में, निम्नलिखित प्रश्नों के उत्तर दीजिए:

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

(b) भारत में समुदायों को बांछित 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 में संबंधित चुनौतियों की विवेचना कीजिए।

COVID 19 has significantly altered our personal lives and the way we as a society function

a) In a country like India behavioural changes are required to combat the pandemic because :-

- ① Huge number of population (2nd largest) might be too much to manage.
- ② Shortage of personnel for law and order management eg. 140 policemen per 1 lakh people. UN suggests 222.
- ③ Shortage of / Inadequate health care infrastructure (overburdened) could make it difficult to cater all.
- ④ Ethical and moral responsibility of people as members of Society

b) Role of Different Stakeholders

- ① Doctors & Medical staff caring for patients by working overtime. Hence called 'concomitaries'
- ② Police Staff maintaining law & order, enforcement of ~~to~~ lockdown Guidelines and ensuring supply of essential substances

- ③ Medical Researches (eg Serum Institute, Pfizer) working for Vaccine Development and Testing facilities.
- ④ Govt and policymakers by ensuring food supplies (PDS) and other welfare objectives.
- ⑤ People playing their part by adaptation through social distancing, work from home, online education etc.

c) Behavioural change in such situations is challenging because

- ① wide spread illiteracy and lack of understanding of disease
- ② Agents of change like NGOs, SHGs, ASHA workers are constrained by Travel Restrictions
- ③ Economic compulsions:- need of money for making ends meet FORCES a daily wage earner to chase threat of virus over

Threat of starvation

④ Shortage of Resources, Staff
with govt agencies

The efforts of Society, Medical
staff, Govt and policymakers
deserve an appraise for the efforts