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GENERAL STUDIES (TEST CODE : 1525)

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Medium Hindi/Eng.	ENGLISH	Registration Number	21412
Center	ONLINE	Date	14/12/20

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।

EVALUATION INDICATORS

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

Overall Macro Comments / feedback / suggestions on Answer Booklet:

1.

2.

3.

4.

5.

6.

All the Best

SECTION - A

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

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

Civil servants have considerable discretion in the administration for implementing the government policies as highlighted in the 2nd ARC report.

Can be a blessing if used correctly:

- ① Help in prioritization of welfare of weaker sections. ex: MPLAD funds being used for poverty alleviation programs
- ② Enhance inclusive development/growth as Mala Sinastava, DM Bagraich started vidyadan initiative for education of poor children at her discretion
- ③ Enhance efficiency and bring innovation like T.N. Seshan as CEC brought changes to prevent both rigging - photo Id election cards for more transparency

Thus, when ethical values involved
in discretion like empathy, objectivity, it
is blessing

In absence of ethics, ^{discretion} it can be curse:

- ① Diversion of funds / corruption from
schemes like MGNREGA
- ② Inefficiency / delay in execution of projects
like road constructions
- ③ Crony capitalism / collusive corruption
as seen in the case of 2G scam, common
wealth games scam.

Thus, need of hour is to take
balance - reduce excess discretion &
ensure value education of civil servant
to utilize discretion properly

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?

2nd ARC report mentions that corrupt practices are significantly prevalent in India. Corruption has been defined in this regard as corruption = monopoly + discretion - ^{accountability} ~~their social~~ ^{accountability}

The low rank of 80 in Corruption Perception Index also indicates this

social acceptance seen from

- ↳ Payment of bribes to traffic police.
- ↳ collusion corruption in contract assignments

Why this acceptance exists:

- ① Economic wellbeing ÷ Low salaries blamed by corrupt people as a cause
- ② Value degradation
- ③ Historical continuity as it was rampant under British.
- ④ Lex implementation of anti corruption laws
low conviction rate

How to shift acceptance to rejection

① Value education in honesty at schools

② Awareness campaign / behavioural change.

⇒ Economic Survey mentions that we must change "Not paying taxes is okay" to "Paying taxes is honourable"

③ Encouraging whistleblowing through effective legal framework

④ Judicial reforms to enhance conviction

⑤ Create deterrence by making it tough to be corrupt

- ↳ CCTV's in office
- ↳ e-governance
- ↳ RTI
- ↳ social audit

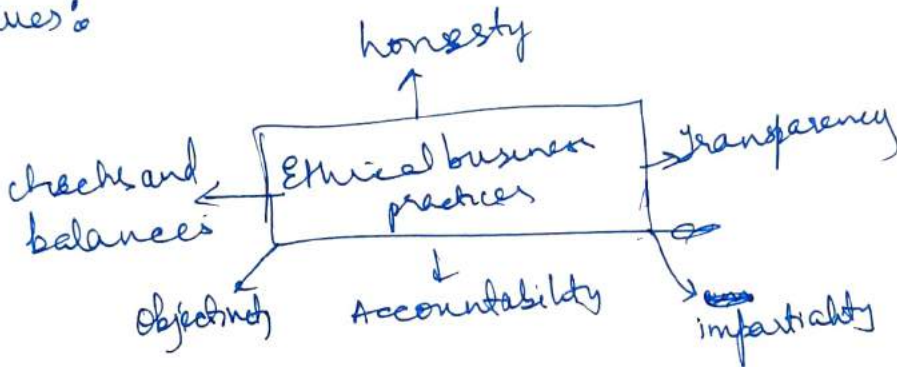
Thus, above steps will help.

In addition 2nd ARC report recommendations should be implemented

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
involve those that uphold the following
values:



They are key for long term survival as:

- ① Enhance credibility of organization - ex: ISW's midday meal program at Vijaynagar (Karnataka) has earned goodwill of people
- ② Attracts the best talent - ex: Zomato's leave policy of period leaves for women have helped attract the best talent
- ③ Boost performance as it ^{encourages} enhances pride of employee in organization. ex: merit based promotions in companies like Microsoft

④ Helps in proper monitoring of performance to identify potential problems. $\therefore$ enhancing independent directors.

⑤ Enhance Increases faith of clients and they become long term partners. $\therefore$ when ~~then~~ PNB's lapses lead to Nirav Modi scandal, many people closed their ^{account}

⑥ Ethical marketing by giving realistic thus, companies must expectation also earns trust in product.

Thus, way ahead is to increase ethical governance. Uday Kotak committees

recommendations along with to open culture, e-governance, independent directors, merit based promotion can help in this cause.

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 is an enactment of the legislature
is externally imposed. On other hand,
conscience is judgement of one's intellect thus
it is internal guidance mechanism

Law succeeds in encouraging ethical behaviour
to an extent

- ↳ specifies code of conduct / rules / regulations
like Supreme Court's Vishakha guidelines for
prevention of sexual harassment
- ↳ Traffic laws for responsible driving
- ↳ Anti corruption laws (prevention of corruption Act)

But, it can't succeed alone as

- ① It is not comprehensive
- ② There is always scope for discretion
- ③ Needs external agency for implementation

This is where cons of people don't have
proper conscience; above limitations will inhibit

success of laws.

But, with conscience, success can be ensured.

① ~~Proper use~~

① Discretion is properly exercised
ex: traffic law followed even when no police

② Helping women facing domestic violence

to contact police & make use of Domestic Violence

Act. Conscience imposes sense of duty.

③ Internal ^{imposition of ethical behaviour} ~~while~~ forbids ethical conduct
ex: not ^{right} harming animals even when no one around
conserving water ^{thus} conscience inculcation

needs to be done with value education
for laws to work successfully.

3. Given below are quotations of moral thinkers/philosophers. Bring out what they mean to you in the present context:

निम्नलिखित उद्धरण नैतिक विचारकों/दार्शनिकों के हैं। स्पष्ट कीजिए कि वर्तमान संदर्भ में आपके लिए इनका क्या अर्थ है:

(a) Our lives begin to end the day we become silent about things that matter. Martin Luther King Jr. (150 words) 10

हमारे जीवन का उस दिन अंत होना शुरू हो जाता है जिस दिन हम उन विषयों के बारे में चुप रहना शुरू कर देते हैं जो मायने रखते हैं। मार्टिन लूथर किंग जूनियर

By the above quote, Martin wishes to say that every life is worth living because of the potential of each person to make the world a better place. If we become silent about things that matter, then our lives are as good as wasted.

This can be seen from following:

- ① We accept injustice and are unable to stand up for justice.
ex: ~~not stopping~~ women being harassed ~~as~~
and we not stopping the culprit or not reporting matter to police. Vigils seen during Nishchay rape & Disha rape cases are examples
- ② Adversely affects harmony, peace like

not reporting corruption, ^{like Vijay Mallya.} or a person making ridicule of another person of different religion

③ leads to endangering of future generations
ex: Greta Thunberg raising voice for climate change thus making her life count.

④ Destruction of moral fabric of society:
we teach children wrong examples.
ex: tax evasion by parents ^{& not being honest.} makes child think corruption is okay.

Thus, it is very important to analyze burning issues objectively and take an ethical stand to make world better place.

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। इमैन्युअल कांट

Kant by above quote mentions that person is guilty by law only when his actions violate ^{others' rights like right to life (Article 21)} the legal rules. However,

a person becomes unethical if he even thinks of violating others' right as it shows that his/her value system violates ~~idea~~ desirable ideals like honesty, sympathy, tolerance etc.

This is evident from following:

- ① Person who is patriarchal, may obey rules of equality his company, but if he thinks women are inferior, then he is unethical as he is being showing lack of empathy, objectivity, denial of others right to equality.

- ② If a person, is unethical. if he/she believes in violence even if he/she has not been violent till now.
 ex: Christchurch ^{attack} terrorist had never attacked before, but his thoughts of racism showed he was unethical. → denial of right to life, religion.
- ③ Nations like ~~Hungary~~, Denmark where some ^{political} parties were planning on sending refugees to isolated island → denying refugees right to safe housing, environment.
- ④ Scientists ^{governments like ~~China~~ North Korea} who are thinking of creating technologies that can be used to harm other nations showing a lack of respect for others' rights to healthy long lives. ex: nuclear ^{armament} weapons.
- Thus, ethics is not just based on actions but also thoughts.

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।

(SI) Social intelligence can be defined as the proper way of behaving in the society.

~~It is~~ ex: not spitting on roads, speaking politely ~~is~~ always.

Relation with EI

EI is identifying emotions on self and others and managing them to achieve a desired objective.

① SI involves EI.

ex: being polite with others always means controlling emotions of hatred, anger.

② SI uses EI in ensuring a
cordial communication

③ SI uses EI in helping a person
identify the emotions of others.
and accordingly take action.

ex: an elderly in distress is recognized
by a person with EI and he/she
immediately helps the elderly

Thus both are interrelated

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 is a set of rules, practices that are to be followed by a group of people/employees in an organization.

Presents a structure to organized values?



④ Code of conduct presents structure to organized values by giving

① Set of practices that help achieve that value.

ex: Code of conduct rules for civil service mentions good manners like being considerate, showing respect to MP/MLAs etc

② Clarifies what constitutes the organized value.

ex. civil service code of conduct mentions not employing child labour, respecting women as good ^{manner}

③ Clearly mention practices to be avoided like same code mentions not to accept gifts from others

However, code of ethics is an outline of ethical values.

It provides foundation to the structure given by code by:

① Mentions the basic, underlying values behind the organized values & the ~~structure~~ ^{structure} like:

- ↳ Honesty
- ↳ Integrity
- ↳ Empathy
- ↳ Objectivity
- ↳ Non partizanship
- ↳ Dedication to public service

In addition, code of ethics is more comprehensive in coverage. Thus, ~~too~~ it is essential to

have both code of ethics and code of conduct as enumerated in the 2nd ARC report

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।

A person to be perfect would mean one who ~~can~~ is guided by ethical value system in her/his endeavours and also works hard and intelligently

Two qualities to be developed to be perfect that can help in becoming perfect

① Compassion: refers to understanding others' conditions, emotions and taking action to help them

↳ Ensures mental well-being of person.
ex: helping poor people

↳ Gives a purpose to life. ex: Pame Armstrong/IAS constructing Peoples Road from private effort

↳ Helps form lasting relationship which further enhances emotional well-being

Need to develop wisdom on the other

Wisdom is taking decision on basis of values, experience

① Helps avoid distractions

ex: delaying pleasure and focusing on civil service exam to get good rank

② Helps overcome unethical thoughts

like a depressed person may think of suicide, but wisdom will say it's wrong choice

③ ~~Enhance~~ Helps take right decisions

ex: denying bribes as I want to uphold my conscience, honesty & protect my family's wellbeing

Thus, both qualities are essential to becoming perfect & must be inculcated.

5. (b) The life of Dr. A.P.J. Abdul Kalam presents a broad range of lessons and virtues to be learnt by public servants in India. Discuss. (150 words) 10

डॉ. ए.पी.जे. अब्दुल कलाम का जीवन भारत में लोक सेवकों द्वारा सीखे जाने वाले सबक और सद्गुणों की एक विस्तृत श्रृंखला प्रस्तुत करता है। चर्चा कीजिए।

Dr. APJ Abdul Kalam, who spearheaded India's nuclear program and was a former President has been one of the most respected, ethical and loved person.

For the public servants, there is a range of brood

→ ^{examples} lessons to be learnt:

- ① Importance of hardwork + Kalamiji never stopped working hard whether it was studying or developing nuclear missiles etc for India which made him successful.
- ② Persuenerance and resilience: Kalamiji was born in a poor family but didn't give up on dream of studying. He studied under streetlights when there was no electricity at home.

- ③ Empathy for vulnerable sections /
subordinates/colleagues: There are
several instances of him inspiring
children by speeches, helping colleagues
thus ~~was~~ enhancing respect for him
- ④ Love for country above all else as he
spent tireless hours on the nuclear program
- ⑤ Practicing equality, tolerance as he
never discriminated on basis of religion etc
- ⑥ Humility: He is loved and respected as
he was always humble despite his high position
- ⑦ Objectivity & scientific temper: He has
shown the importance of these values in
securing India's future.

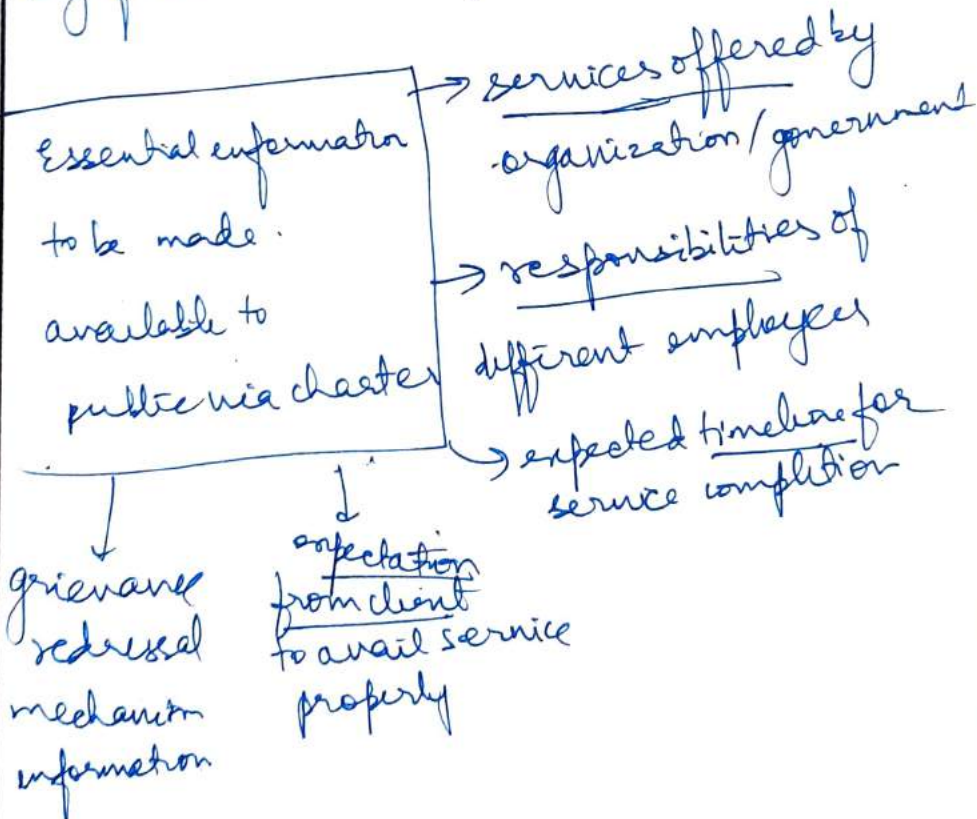
Thus, his life offers a
plethora of lessons for civil servants.
His qualities should be emulated.

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 charter is a document that provides essential information about the concerned organization.

2nd ARC report mentions it as a key factor behind good governance



Steps for successful implementation of
charter :

- ① Undertake adequate consultations
in its preparation
 - ↳ from citizens
 - ↳ from employees
 - ↳ from experts
- ② Training employees on how to uphold commitment
- ③ Spreading awareness among clients
- ④ Monitoring performance, regular review
- ⑤ Taking feedback on performance

Senottam model as mentioned
on 2nd ARC report ought to be followed

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।

All members of intl community
must protect vulnerable sections like
refugees, women, children, ~~those who~~
least developed countries at a threat from
climate change

Roles and responsibilities for protection
of refugees.

① Ensuring safe passage & evacuation
from war torn areas.

ex: Syria war

② Providing accommodation and welcoming
them to ~~live~~ assure them.

ex: Germany.

- ③ Ensuring all nations take the responsibility equitably-
ex: Hungary refusing refugees ~~wrong~~
- ④ Providing safe transportation for refugees: ex- death of Alan Kurdi
- ⑤ Enrollment in schools, welfare schemes
- ⑥ Providing security to women

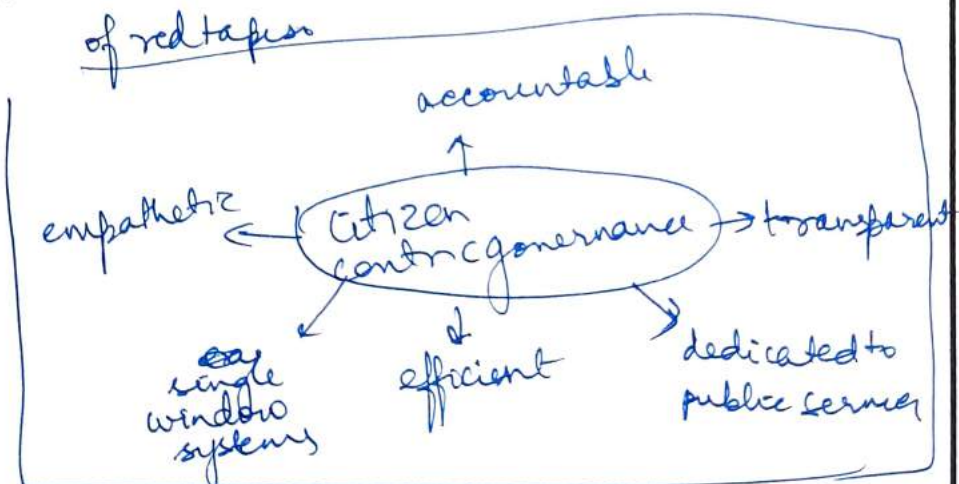
Developed countries
and UN must take the lead in this
endeavour.

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 refers to unjustifiable delays in governance process and inefficiencies resulting ~~as~~ out of it. It causes delays in environmental clearance for PPP projects in road leading to stalling of project.

2nd ARC report mentions prevalence of redtapism



Hurdle in transition to citizen centricity

① Leads to delay in services like construction of roads by municipalities

- ② Breeds corruption as people pay
bribe to speed up process
- ③ ~~Diminishes accountability~~
- ③ Hinders development initiatives
- ④ Harms culture of dedication to public
service by breeding negligence,
ignorance
- ⑤ Creates insensitivity towards vulnerable
sections. like delay in fund transfer in
MGNREGA.

Thus, red tapism is to be
tackled by reducing discretionary
enhancing 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)

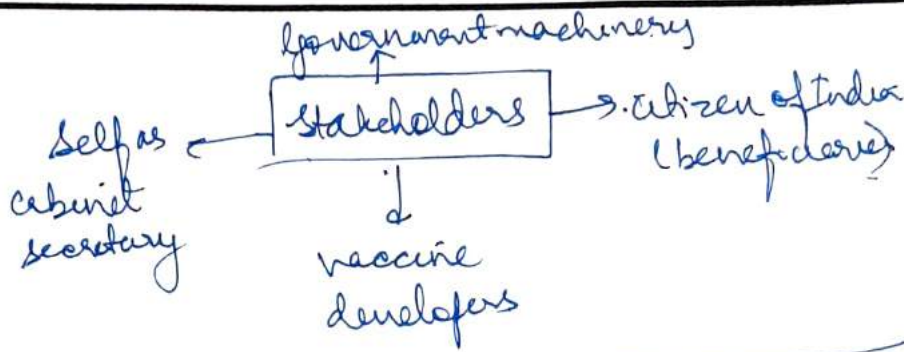
कोविड के प्रकोप के कारण मृत्यु की बढ़ती संख्या को देखते हुए सरकार, जनता को कुछ वैक्सीन उपलब्ध कराने को लेकर अत्यधिक दबाव में है। आप भारत सरकार के मंत्रिमंडल सचिव हैं। आप देश में कोविड प्रकोप का सामना करने के लिए वैक्सीन का विकास और वितरण की प्रक्रिया का निरीक्षण करने वाली समिति का नेतृत्व कर रहे हैं।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

This case ~~issue~~ involves the issues faced in formulating the most appropriate vaccine development/implementation strategy.



Critical issues in this case:

- ① Extreme pressure due to rising covid fatalities
- ② Increasing strain on poor due to ~~people~~ covid with loss of jobs and salary.
- ③ Ensuring vaccine rollout at the earliest
- ④ Ensuring safe vaccines given to people
- ⑤ vaccine development happening with transparency, objectivity
- ⑥ Vaccine rollout strategy: who to be given first, infrastructure needed etc.
- ⑦ Fiscal strain/cost involved

⑧ Ethical dilemma → ensure economy and preserve fiscal deficit by free vaccine only to poor/vulnerable versus free vaccine for all. Also, which vaccine to choose, cheapest or the most efficient.

⑨ Ethical dilemma of fast rollout of vaccine

versus ensuring adequate testing

⑩ Concerns being raised over some vaccines

Course of action to be taken

① Take up responsibility and personally monitor situation on daily basis.

② Ensure transparency in vaccine development by adequate rules, guidelines for vaccine developers to follow to ensure safety of all.

③ Consult experts/scientists to determine which is the most effective vaccine in terms of cost, efficacy.

④ Engage with those who raise concerns over safety, efficacy & do an impartial enquiry

on the concerns to get to the ~~fourth~~ of the matter.

⑤ Take up discussion with other companies

whose vaccines are already ready & make plan for possible procurement & costs

⑥ Work with ~~vaccine~~ health regulators to ensure they are able to analyze the safety data and ensure safety of vaccine without any external pressure

⑦ Ensure vaccines in development do not bypass ~~safety~~ regulations and follow rule of law with proper supervision

⑧ Draft a strategy ^{rollout}

↳ ~~On basis of cost involved~~

↳ Ready supply chain, cold storage etc to stock vaccines

↳ First vaccines to most vulnerable
like elderly / poor

↳ ~~Ensure approval~~ Evolve guidelines for

doctors for safe administering of vaccine.

① Give approval to the ones already developed

~~Above strategy will be~~

→ If expensive, let people bear a ^{part of} cost but free for poor

→ If cheap, enhance free coverage.

Above strategy will be adopted
as it ~~ensures~~ upholds values of
safety, transparency, accountability
respect for rule of law and takes
a balanced approach for cost vs
benefit and speedy rollout versus
safety

10. Literacy levels have been increasing in India over the past few decades, and the literacy rate was found to be 74.04 per cent after the 2011 census. Though this increase in literacy rate seems like a very great accomplishment, it is a matter of concern that still so many people in India cannot even read and write. Children are going to school but not learning much beyond "floor level tasks".

Moreover, the higher literacy level has not resulted in better human values and this is manifested in the troubled atmosphere in the society at large. This failure of the education system to reform human behavior is troubling for a young democracy, like India. Given this situation, answer the following:

(a) What role is education expected to play in reforming human behaviour and inculcating human values?

(b) Do you think only the government is responsible for this state of the education system? If not, identify the stakeholders who should press for a change in the education system in this regard. (20)

पिछले कुछ दशकों से भारत में साक्षरता का स्तर बढ़ रहा है, और वर्ष 2011 की जनगणना के अंतिम आंकड़ों के अनुसार भारत में साक्षरता दर 74.04 प्रतिशत रही। यद्यपि, साक्षरता दर में यह वृद्धि बहुत बड़ी उपलब्धि की तरह प्रतीत होती है, तथापि इसके साथ चिंता का विषय यह है कि अभी भी भारत में अत्यधिक संख्या ऐसे लोग विद्यमान हैं जो पढ़ और लिख नहीं सकते हैं। बच्चे शिक्षा प्राप्त करने के लिए विद्यालय तो जा रहे हैं लेकिन वे अभी भी स्तरीय ज्ञान से अधिक कुछ नहीं सीख पा रहे हैं।

इसके अतिरिक्त, उच्चतर साक्षरता से बेहतर मानवीय मूल्य परिलक्षित नहीं हुए हैं जिसे समाज में व्यापक रूप से अशांत वातावरण के रूप देखा जा सकता है। मानव व्यवहार में सुधार लाने में विफल शिक्षा प्रणाली भारत जैसे नवोदित लोकतंत्र के लिए समस्या है।

इस परिस्थिति को देखते हुए निम्नलिखित प्रश्नों के उत्तर दीजिए:

- (a) मानव व्यवहार में सुधार लाने और मानवीय मूल्यों को विकसित करने में शिक्षा द्वारा निभाई जाने वाली अपेक्षित भूमिका क्या है?
- (b) क्या आप मानते हैं कि शिक्षा प्रणाली की इस दशा के लिए केवल सरकार जिम्मेदार है? अगर नहीं, तो उन हितधारकों की पहचान कीजिए जिन्हें इस संबंध में शिक्षा प्रणाली में बदलाव लाने के लिए दबाव डालना चाहिए।

Case focuses on issues in the current education system and its critical importance to India's growth.

~~Role educues~~ ASER report (Pratham foundation)
highlights the insufficient outcome based
learning in children.

Role education expected to play in
reforming human behaviour and values:

① Making people empathetic by ~~change~~
teaching that girls, elderly are
vulnerable sections and they should be
treated with respect, care.

② Inculcating equality by focusing on
teaching fundamental rights of people.
That all are born equal and are equal
irrespective of caste ~~religion~~ etc.

③ Social harmony by ~~to educating~~ ^{informing} children
that all Indians are brothers/sisters and
we are all one big family irrespective of
cultural differences.

- ④ Respect for law through education in political science, civics :-
- Teachers teaching rules must be followed like standing in a line for assembly etc
 - This translates to people following traffic

⑤

laws etc

- ⑤ Incultating positive cultural values like "atithi devo bhava", respecting parents, inspiring patriotism by knowing about freedom struggle

- ⑥ Physical education (sports) also expected to encourage leadership, teamwork etc

⑦

The government is responsible for this state because:
education system by:

- ⑦ Ensuring proper infrastructure at schools

- ① Education is a public good that is also a responsibility of government as per Constitution

- ② Current state is due to inadequate curriculum which has been designed by government
 - ③ Lack of ^{focus on} outcome based education.
 - ④ Improper regulation causing teacher absenteeism which affects education quality
 - ⑤ Inadequate investment in infrastructure
 - ⑥ Lack of emphasis on value education & environmentalism
- But, government is not the only one responsible
- Other stakeholders are: who should press for change

① Parents

② Members of society on whole are realise the inadequacies of current system

③ NGOs like Pratham Foundation

④ International organizations like UNESCO.

Thus, way ahead is for all stakeholders ~~to~~ as mentioned above

to get together and ensure

- ↳ Proper monitoring of the education system by inspections etc
- ↳ Government to implement new education policy on mission mode
- ↳ Aid/funds by UNESCO.
- ↳ Regular feedback to make corrections

This will help reform education system so it can achieve its intended aim.

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।

Air pollution is a major crisis as highlighted by reports such as by WHO which mentions the great harm it poses to humans, environment and causes death & also reduces life expectancy.

Efforts have been taken by government like regulations by Executive on stubble burning around Delhi and NAT judgement that no poor air quality area can have firecrackers during Diwali

Reason behind behaviour of society towards
behaviour :

- ① Callous attitude that "problem will
never affect me"
- ② Ethical competence inadequacy as ^{behaviour} ~~there~~
^{shows} a lack of empathy for vulnerable like
children, elderly, environment.
- ③ Ignorance and lack of awareness about
the serious problem and its seriousness.
- ④ Economic compulsions/ poverty as many
forwarder industries employ poor people
and the seasonality of forwarder industry
demand makes them trying to maximize profits
~~as farmers lack money to buy machinery to avoid~~ ^{subsidizing}
- ⑤ Selfishness = Enjoyment of self in
preference to others' concerns
- ⑥ Culture, several festivals have been

celebrated with fireworks

⑦ Lack of alternatives as farmers do not have access to cheap solutions which can clear stubble.

⑧ Inadequate rule implementation by police especially during festivals like Diwali.

Measures to nudge people towards pro-environmental behaviour:

① Ethical/value education in values of empathy, love for environment, concern for weaker sections like children, elderly.

② → To be done including NGO, civil society

→ To be done in schools.

③ → Making people aware of Gandhian values of environmentalism

② Research for developing alternatives

like green crackers at low cost.

③ Incentivize growth of alternatives

to ~~not~~ options like encourage farmers
to sell stubble to agencies who use
stubble for power generation etc.

④ Award good/desired behaviour

↳ Awards for farmers who don't burn
stubbles

↳ School prizes for children who advocate
crackerless diwali

↳ Competitions/hackathons for developing
new technology

⑤ Strict penalties for violation and their
proper implementation

⑥ Advocate cultural changes and behavioral changes by raising awareness using social influence/persuasion involving celebrities like Amitabh Bachchan to reject harmful practice.

Thus, above approach will help ensure cleaner air & healthier India. ~~for~~ Mission made approach is now needed.

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:

- What are the issues with a civil servant expressing his/her views on social media on various matters?
- Should criticism of government policies on social media by civil servants be allowed?
- 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:

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

The civil service conduct rules currently forbid civil servants from giving opinions that go against that of the government.

(a) Issues with expressing views on social media.

- ① Presents an ethical dilemma between servant's fundamental right of freedom & speech (Article 19(1)(a)) versus need to be obedient and follow rules when opinion is against government
- ② Adverse views can damage credibility of government in eyes of society
- ③ High social influence of civil servants can affect peoples' views on government adversely if they criticize government
- ④ Social media leads to instantaneous transmission which could lead to rapid spreading of any adverse opinion
- ⑤ The large reach of social media results in any view expressed becoming permanent part of internet which again adversely affects government if servant criticizes

Q Should criticism of policies by civil servant be allowed on social media?

~~Due to the large social~~
duty and
given the importance of
civil servant to implement government
policy, the civil servant must NOT be
allowed to malign policies and
abuse government. Any major disagreement
should be taken up by civil servant by
legal routes to his/her seniors.

However, ~~blank~~ instead of
blanket ban which can encroach upon
freedom of speech (Article 19), it is worth
considering that ~~consider~~ constructive
criticism should be allowed.

How should civil servants conduct themselves on media.

- ① Social influence : They must always remember they hold ~~big~~ influence on society due to their position of responsibility.
- ② ~~Behave with~~ Do not insult government, as it destroys credibility of government.
- ③ Obeey rules like conduct rules
- ④ Exercise values of empathy, politeness, objectivity, respect for law while interacting on social media
- ⑤ Lead by example by never resorting to cursing (cuss words), not sharing inappropriate material
- ⑥ Spread information about policies and suggestions to ~~mail~~ with which they can be better

Thus, above conduct will help ensure civil servants use social media properly & responsibly

13. Economic growth has been the primary goal of economic policies, and the principal measure of an economy's success. In the last few decades, economic growth benefitted mankind in multiple ways. But alongside these benefits, it has also generated significant issues and a series of converging challenges. In light of this, answer the following:

(a) What was the rationale behind GDP growth being considered the pillar of economic policies the world over in the past few decades?

(b) Explain the need to go beyond GDP growth and reassess our measures of development. Identify some of the components that need to be complemented with GDP growth going forward. (20)

आर्थिक संवृद्धि, आर्थिक नीतियों का प्राथमिक लक्ष्य रहा है, और किसी अर्थव्यवस्था की सफलता का प्रमुख उपाय भी। विगत कुछ दशकों में, आर्थिक संवृद्धि ने मानव जाति को कई तरीकों से लाभान्वित किया है। लेकिन इन लाभों के साथ ही, इसने महत्वपूर्ण मुद्दों को और अभिसरण संबंधी चुनौतियों की एक श्रृंखला को भी उत्पन्न किया है। इस तथ्य के आलोक में, निम्नलिखित प्रश्नों के उत्तर दीजिए:

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

(b) जी.डी.पी. की संवृद्धि से आगे जाने की आवश्यकता की व्याख्या कीजिए और विकास के हमारे उपायों का पुनर्मूल्यांकन कीजिए। कुछ ऐसे घटकों की पहचान कीजिए जिन्हें आगे बढ़ने के लिए जी.डी.पी. की संवृद्धि के साथ पूरक के रूप में होने की आवश्यकता है।

① Rationale behind GDP growth being considered pillar of economic policies

① Perception that economic development only meant growth of goods and services.

② GDP was easy to calculate and measure → convenience.

- ③ Ignorance towards others factors like happiness of citizens in economic well being
- ④ Not counting housework of housewives as economic activity as it was unpaid
- ⑤ Negligence towards the environment and its conservation and its role in economic development

Need to go beyond 2 measures

Economic policies need to adopt a more comprehensive approach. Keeping in mind sustainability and inclusivity.

⑥ Our current approach

is narrowly focused on only economic aspects of goods, sources, infrastructure which is no longer a proper way of assessing economic condition

Components that need to be complemented

- ① Unpaid work by women, care economy sector
- ② Environment conservation
- ③ Happiness of citizens
- ④ ~~that~~ Inclusive growth & social equity
- ⑤ Poverty indicators
- ⑥ ~~See~~

Above components will ensure comprehensive economic reform

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।

(a) Behavioural change is desirable in country like India in this situation as;

① government has limited resources, so citizens must take responsibility for effective implementation

② Pandemic to a great extent depends on personal practices like washing hands

Hence, need for right behaviour

③ ~~Many~~ Many citizens do not ^{have} inculcate right behaviour like ~~sp~~ not

coughing into hands

④ High population also requires personal participation for control.

⑤ Role of different stakeholders

Government

↳ Awareness campaigns

↳ Rules & laws like Epidemic Disease Act

⑥ Civil society

↳ Celebrities doing ads to spread awareness
↳ ~~Sachin Tendulkar donating medical equipment to Assam~~

Nb:0

↳ Sikh ^{Nb:0} organizations providing medical _{help}

↳ ~~Let's~~ Social media influencers
also spreading awareness

① Challenges in bringing behavioral change

① Involve changing age old
habits which is tough.

② Attention is more being paid to
medicines etc due to anxiety of covid

③ Lack of fin finances with people
to buy sanitizers

Thus, way forward is to
encourage CSR and scale up
awareness / behavioral change
campaigns