

# Innovative Thinking in Government



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# INTRODUCTION

## Chronological history of Civil Service

- Upto 70s, option - either civil service or going abroad
- Entry of Engineers subsequently
- Early 80s, entry of Doctors and a paper on medical science in 89.
- 1990s, entry of multinationals: decline in civil service
  - (a) MNCs much better pay masters;
  - (b) recruitment in civil service curtailed;
- Volte Face 2008:
  - Bulk recruitment to civil service
  - Economic Recession
  - Working in MNCs led to :
    - a) over worked and fatigue;
    - b) limited exposure : promoting particular product

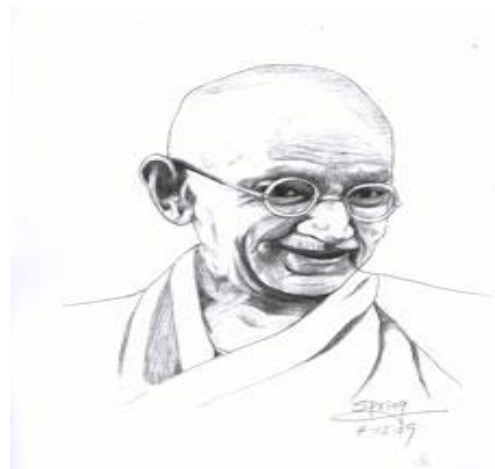
# BATCH PROFILE

- Female OTs : 11%
- Above 56 years : 68%
- Below 50 years : 8%
- Graduate : 20
- Post-Graduate : 45
- Ph.D : 3
- From Gujarat : 13
- From UP : 37

# Goal of a Civil Service Officer

- What is your vision?
- What is your mission?
- Whom are you working for?
  - Career prospects
  - Bosses
  - Family aspirations
  - Citizen





**“Recall the face of the poorest and the weakest man whom you may have seen, and ask yourself, if the step you contemplate is going to be of any use to him. Will he gain anything by it? Will it restore him to a control over his own life and destiny? And you will find answers to your doubts.”**

# Citizen Centric Governance(CCG): Trust Deficit

- From colonial era to citizen-centric Governance
- Abolition of Affidavits and promotion of self certification: done in most of the Ministries and States.
- Poor citizen spends about Rs. 400 and 1 or 2 days for Affidavit
- Implementation at the sub-division/block/village level
- You will do it

# CCG : SC/ST certificates - A new initiative

- SC/ST & Domicile certificates be made in Class VIII/V .
- Applications in July: submitted to Authorities.
- By Dec., certificates be given in cellophane cover.
- Avoid asking income : link it to other tangibles
- Enrolment will increase : Rush will decrease in July

# CCG : Police Verification

- Delay in police verification causes harassment.
- Allow initial joining without police verification.
- Verification can be done by a Deputy Secretary/Gazetted.
- Police verification can be done through police database.
- Any other suggestion.



# CCG : Single Page Form

- All forms should be downloadable.
- Forms should not be of more than one page.
- After short-listing, further information be taken.
- Unnecessary information be avoided.
- Can be linked to Aadhar.
- Regular Workshops

“Sapne woh nahin hote jo neend mein aaye,  
Sapne woh hote hain jise poora kiye bina neend na aaye”

# CCG : Abolition of Interview

- At Central Govt. – no interview.
- For Group C & Group B (Upto G.P. Rs.4,800).
- From 1<sup>st</sup> Jan, 2016 – Exemption to be taken from DOPT.
- States : Workshop done.
- Rajasthan, Maharashtra taken the lead.
- Level playing field for all.

# PERSPECTIVE OF A COMMON MAN

‘He is your Judge’

- Go back to your stakeholders
- Disconnect from the citizens/stakeholders
- First place of posting
- Check your Policy/Instructions/Decision through citizens
- Mentor your colleagues

# EXPERIENCE SHARING

- Institution Building
- Gazeteer
- Address the students
- Handing out notes
- Continue your reading and writing skills
- Relax through development and promotion of your hobby

# Personality Development

- Your job entails leadership, continue to lead from front
- Take everyone alongwith you
- Sensitize your colleagues about nuances of democratic processes
- Interact closely with the judiciary
- Look after your health

# Family life and Interaction with Friends

- Spouse – fulcrum of successful man
  - Institutionalized mechanism for interaction among spouses.
  - Breakfast/Lunch/Dinner diplomacy
- School friends
- College & other friends
- First relatives
- Distant relatives
- Other acquaintances

# Humility and Probity

- Every King was once a crying baby and every building was once a Drawing. Most important thing is where shall you be tomorrow. Never be proud of position you hold today. When the game of chess is over – the King and the pawn (soldier) go in the same box.
- Humility pays in the long run.
- Take all calls
- Meet everyone.
- You are the role model : wherever you are – all of us are under scrutiny.

# Your Dream

Every Citizen should work hard, prosper and succeed through innovation and hard work and once successful, every citizen should give back to the society that made him/her what he/she is.

- Chetan Bhagat

## **Your returns to the Society**

- Addressing the issue of death through hunger.



# DABBAWALLAS OF MUMBAI

# Other returns

- Blood Donation
- Organ Donation
- Sponsor a Child
- Sponsor a park in a village
- Sponsor a school
- In whatever posting you are, always contribute to the Society.

# India: Country of the future

- 2011 World Bank Report : India is the third largest economy
- After USA and China, displacing Japan
- Forecast: would be the second largest economy in 2030/2040
- Can India become an economic superpower ?
- Whether India wants to be a superpower - ET (April 2013)
- You have to contribute towards it
- Continue the hard work

# Challenges ahead

- Make the best of your situation
- Shortage of staff
- Motivate and obtain the maximum from staff
- Breakthrough the system
- Use Corporate Social Responsibility funds

“You cannot tailor make the situation, but you can tailor make the attitude. Encourage things which are under your control, Rather than to Complain for, which is not under your control.”

# Way Forward

- Reforms need to continue to emerge as a major economic power.
- Use the expertise of Pensioners
- Gainfully use the Youth
- The mindset has to change from –
  - how not to do a work
  - to*
  - how to work

Kagaz kale-peelee mat karo – just deliver !!

# A Quote by John F. Kennedy

Ask not what your country can  
do for you,

Ask what you can do for your  
country.

SAARE JAHAN SE ACHHA . . .

IF YOU WANT TO WALK FAST  
WALK ALONE

IF YOU WANT TO WALK FAR  
WALK TOGETHER

And to think these days  
men get away with giving flowers and  
chocolates to their wives.

Thank You

A monument of love built by an inconsolable emperor, Shah Jehan, in memory of his wife Mumtaz, the Taj Mahal is perhaps best experienced in moonlight. Arguably the world's most photographed monument, the Taj is one of India's twenty-six World Heritage Sites. Do visit with a loved one.

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