

# Empathy in Civil Services

## ‘Pencil of God’



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# Introduction

- You are the chosen one among the lakhs who appeared for UPSC Civil Services Exam.
- Civil Services, as the Hon'ble Prime Minister said...  
... *“is not a job, but a service.”*
- As public servants, you owe it to yourself and to public at large, to serve them to the best of your abilities in respective spheres.
- Willy-nilly, you are already an instrument of God
- The Pencil of God...



“It’s [God’s] Work.  
I am like a... pencil  
in his hand...”

The pencil has only to  
be allowed to be use”

- MOTHER TERESA

# Empathy Vs Sympathy

- Empathy is the experience of understanding another person's thought, feelings and condition from his point of view rather than from our own.
- Empathy ensures that a person is compassionate towards the condition of another person.
- Sympathy on the other hand, is a feeling of pity and sorrow for someone else's misfortune.



# Importance of Empathy in Civil Service

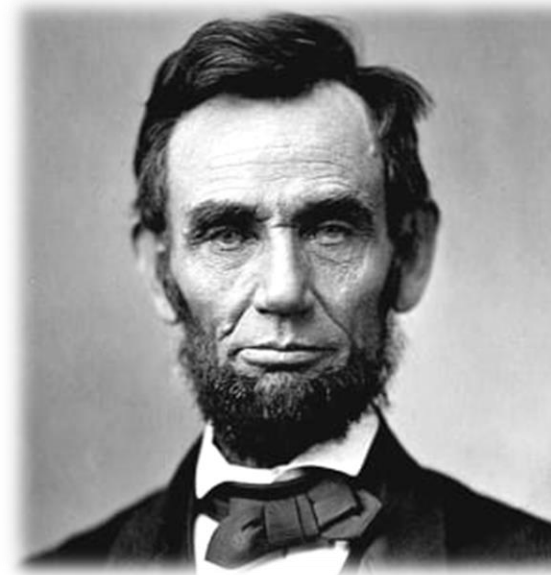
- Scope to help large number of people
- Touching lives
- Accessibility to public
- Helping attitude
- Positive attitude
- Empathy is the quintessential element that makes your service meaningful
- Finally answerable to your conscience - Be true to your salt
- Concept of *swadharma*
- *Dharmo rakshathi rakshathaha*

# Importance of Empathy in Civil Service

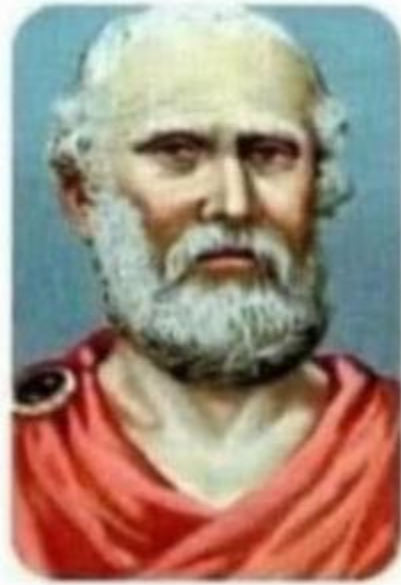
- Public welfare - an important part of duty of a civil servant.
- Decisions to help in improving lives
- For him/her to address the felt needs of the public
- Need to cultivate empathy towards them
- Put himself/herself in the shoes
- Pro poor attitude
- Irrespective of the service, scope to serve the public
- Improve service delivery
- Persons / families behind files
- Implement rules not only by letters, but in true spirit

# Importance of Empathy in Civil Service...

- Lack of empathy may leads to misuse of powers
- One can realize and rectify their mistakes by developing this character.
- Be adaptive and dynamic
- Develop Radical listening
- Inherent obligation to be Pro Poor
- “You’re the Supreme Court“ for the poorest person
- While taking decision err in favour of poor and downtrodden
- Gandhi’s Talisman



“Nearly all men can stand adversity, but if you want to test a man’s character, give him power.”



“Opinion is really the lowest form of human knowledge. It requires no accountability, no understanding. The highest form of knowledge is empathy, for it requires us to suspend our egos and live in another’s world. It requires profound purpose larger than the self kind of understanding.”

— *Plato*

# Empathy Vs Apathy in Civil Service

# Being a pencil of God...

- In Bhagavad Gita, Lord Krishna says that *'We only have the right to do the Karma, but have no right over karma-phal'*.
- As a Civil servant we should perform our duties by empathizing with people, that is 'Karma' as selfless service.
- Almighty is behind every action. If we want to do something with pure heart, things get done.
- Allow yourself to be Pencil of God as Mother Teresa used to say.
- This is my firm conviction across my 37 years of service.
- If ever you feel you have done it, that implies arrogance which leads to downfall.
- Be a person who believes in doing things.
- As a Collector, one should do his piece of 'selfless Karma'

# Being a pencil of God...

- We need to be aware of opportunities that are waiting, towards success.
- It is empathy that matters the most, sometimes beyond discipline, but with sensitivity, as we are all adults.
- Let us all be inspired by the goals, good work. It should never stop.
- The idea is to always feel lucky, fortune to be used as an instrument during the service.
- The crux is...
  - ✚ *Continue to learn;*
  - ✚ *keep idealism alive; and*
  - ✚ *Don't allow the fire in your belly to be doused.*

# Real Life Examples of Empathy

## Ludhiana Tribune

### ENCROACHMENTS CONTINUE UNABATED ON ROADS IN CITY

To tackle traffic congestion due to rampant temporary encroachments, cops had identified 100 odd stretches.

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### DISCOVERY+ ANNOUNCES RELEASE DATES OF THREE SHOWS

Discovery+ announces dates of *Impossible Engineering*, *Luda Can't Cook* & *Through the Wormhole with Morgan Freeman*.

PAGE 3 >>



### 1962: THE WAR IN THE HILLS TO RELEASE ON DISNEY+HOTSTAR VIP

The web series *1962: The War In The Hills* is the story of 125 Indian soldiers who fought 3,000 Chinese soldiers.

PAGE 4 >>



FORECAST PARTLY CLOUDY MAX 24°C | MIN 11°C | YESTERDAY MAX 25°C | MIN 10°C SUNSET TUESDAY 6:14 PM SUNRISE WEDNESDAY 7:06 AM

TUESDAY | 16 FEBRUARY 2021 | LUDHIANA

## IPS officer goes beyond call of duty, comes to aid of minor rape victim

NEETA JAIN

TRIBUNE NEWS SERVICE

LUDHIANA, FEBRUARY 15

In a rare display of humane face of the police and moving beyond the call of duty, a woman IPS officer turned mother of a minor rape victim here recently.

After the mother of the special child, suffering from Down's Syndrome, abandoned her at the hospital, the ADCP Dr Pragma Jain, stayed with her to take care of her meals, medicines and other requirements, besides providing her counselling and moral support.

The case had hit the headlines last week after the police had cracked it within hours with the arrest of the victim's teenaged brother as the main accused. However, not believing the police theory, the victim's family members and their neighbours had resorted to protest and even went to the extent of pelting stones and attacking the cops on duty, alleging that the minor boy was "falsely implicated".

It was on February 10 that the seven-year-old girl was



### MOTHER ABANDONED CHILD AT HOSPITAL

After the special child was left abandoned by her mother at hospital, ADCP Dr Pragma Jain takes care of her meals, medicines, counselling etc

### OFFICER PACIFIED VIOLENT PROTESTERS

If her humanitarian services to the rape survivor were not enough, the ADCP, on hearing about a violent protest, led a police team to pacify the protesters by telling them that the child was recovering well and was being given best possible medical aid and services at the hospital. Not ready to listen, the mob started pelting stones at the team. As the bystanders, including women and children, were at risk, the police team saved them at a great risk to its own safety.

ADCP Dr Pragma Jain leads a police team to control a mob after the rumour of the child's death.

taken to a local hospital by her mother, alleging that she had been raped at a school, where she was a kindergarten student.

However, when the police sought the details of the inci-

dent from her, the victim's mother disappeared from the hospital and left her daughter to fend for herself.

"Since the child was in acute pain and feeling alone, I could not hold myself from

staying back with her at the hospital to render my services beyond the call of my duty," the 2017-batch IPS officer told *The Tribune* here today.

A native of Baraut in Uttar Pradesh, the ADCP, Special

Branch and Community Affairs, here, who is also holds a degree in the bachelor of homeopathic medicine and surgery, remained awake throughout the first night when the rape survivor could not sleep in the hospital.

Having run her own clinic in Delhi for seven years before cracking the UPSC exam in 2016, Dr Jain provided meals, medicines, other requisites and facilities, besides moral support to the special child during her stay in the hospital.

The Ludhiana Commissionerate Police, led by the Commissioner of Police Rakesh Agrawal, also arranged counselling by availing the services of the child protection officer to bring the rape survivor out of the trauma and agony through which she was passing through.

"We traced out the case and the accused turned out to be none else but her own 13-year-old brother. We are providing counselling to the victim girl with the help of the Child Welfare Committee and Social and Child Welfare

Department, besides arranging her monetary help with the help of the NGOs," said the Ludhiana police chief.

Though the victim's mother initially alleged that the crime took place at the school, the police investigations laid hands on the CCTV cameras installed on the way to and from the family's home and school.

After scanning a number of CCTV footages recovered on the narrow lanes of the route, the police nailed the lie of the victim's mother when a footage showed the girl coming hale and hearty from school to her home with her mother on the day of the incident. However, another video clip captured from the CCTVs revealed that the woman was carrying the child in her lap from home to hospital after the incident.

Taking a cue from the clinching evidence in hand, the investigation officers interacted with the minor child about the incident and her statement corroborated the police theory.

No sooner had the police registered the case and took

into custody the victim's teenaged brother, than the family and their acquaintances resorted to protest by blocking vehicular traffic.

As the police continued to take care of the rape survivor abandoned by her family at the hospital, a rumour was spread about the child's death, which turned the protesters violent.

If her humanitarian services to the rape survivor were not enough, the ADCP, on hearing the violent protest, led a police team to pacify the protesters by telling them that the child was recovering well and was being given best possible medical aid and services at the hospital.

"Not ready to listen, the mob started pelting stones at our team. As the bystanders, including women and children, were at risk, we saved them at a great risk to our own safety," revealed Dr Jain, who headed the operation to control the mob.

"As per the CP's directions, care of the victim is our topmost concern. We ensured the child protection

officer was involved since the moment she started receiving medical aid. Considering the special status of the kid, suffering from Down's Syndrome, she was provided counselling and best possible facilities," the ADCP added.

To further allay the apprehensions of the family and ensure fair investigation, the Commissioner of Police has formed a three-member special investigation team (SIT), comprising JCP City Deepak Pareek and ADCPs Dr Pragma Jain and Rupinder Kaur. Agrawal has directed the SIT to thoroughly investigate the matter and submit its report at the earliest.

Taking cognisance of the matter, the Punjab State Commission for Protection of Child Rights Chairman Rajinder Singh also met the victim recently and directed the police to give her custody to the family. He also directed the district administration to arrange the compensation to the victim through the District Legal Services Authority (DLSA) at the earliest.

# Real Life Examples of Empathy



BARNALA POLICE COVID CARE CENTRE (**BPCCC**) is a state-of-the-art QUARANTINE CUM ISOLATION CENTRE for Police personnel. It has been designated as LEVEL-1 COVID care facility for asymptomatic/mild symptomatic Police personnel. Envisaged as “HOME AWAY FROM HOME”, this is a one of its kind facility in the State of Punjab as well as the entire country , established by the Police Department for its personnel.

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**AIM**

To provide proper isolation and quarantine facility to asymptomatic/mild symptomatic police personnel so as to prevent further community spread as well as to ensure welfare of police personnel.

For More Details Click on below link:

<http://www.famepunjabi.in/news/regional-briefs/barnala-remembering-police-martyrs-with-a-difference/>

# Real Life Examples of Empathy

## रैली से लौट रहा किसान सड़क किनारे गिरा सोशल मीडिया पर देख एएसपी ने बचाया

बुजुर्ग किसान को ब्लड प्रेशर बढ़ने की थी शिकायत, सेहत में हुआ सुधार

जागरण संवाददाता, वरनाला: कृषि सुधार कानून के विरोध में महलकलां टोल प्लाजा पर जारी धरना में शामिल होकर वापस लौट रहा बुजुर्ग छिनीवाल रोड के किनारे गिर गया, जिसका वीडियो सोशल



एएसपी डॉ. प्रज्ञा जैन • जागरण

मीडिया पर वायरल होने पर आइपीएस एएसपी महलकलां डॉ. प्रज्ञा जैन ने पुलिस कर्मचारियों की ड्यूटी लगवा महलकलां के सिविल अस्पताल में

भर्ती करवाया।

बुजुर्ग की पहचान भोला सिंह निहाल सिंह निवासी तुल्लीवाल जिला बरनाला के रूप में हुई है, परिजनों को सूचना दे दी गई है। उन्होंने लोगों से अपील की कि अगर कोई व्यक्ति सड़क पर पड़ा मिलता है तो उसकी तुरंत सहायता की जाए, सहायता करने वाले व्यक्ति को पुलिस की कोई भी परेशानी पेश नहीं होगी।

तुल्लीवाल निवासी भोला सिंह की पत्नी जसवीर कौर ने बताया कि उसके पति मंगलवार की सुबह घर से किसानों के धरने में शामिल होने के लिए महलकलां टोल प्लाजा पर गए थे। जब शाम तक नहीं आए तो उनको चिंता सताने लगी व कुछ ही



महलकलां से छिनीवाल रोड पर बेहोशी की हालत में पड़ा बुजुर्ग भोला सिंह • जागरण  
समय बाद उनको उनके पड़ोसी ने मोबाइल में उसके पति की फोटो व आडियो सुनाई, इसके तुरंत बाद ही पुलिस कर्मचारियों ने उनको सूचित करके सिविल अस्पताल महलकलां में बुलवाया। उन्होंने कहा कि उनके पति बीमार रहते हैं व उनके बाजू में भी दर्द रहता है, उनका अचानक बीपी बढ़ने के कारण वह बेहोश होकर सड़क पर ही गिर गए थे। उन्होंने बताया कि उनके पति बीमार होने के चलते कोई काम बंधा नहीं करते वह खुद ही अपने 16 वर्षीय बेटे व 14 वर्षीय बेटा का घर में काम करके गुजाय करती हैं। उन्होंने जिला प्रशासन से मांग भी करते कहा कि उनकी आर्थिक रूप से मदद की जाए, ताकि वह भोला सिंह का सही ढंग से उपचार करवा सके व घर चलाने के लिए कुछ सहाय मिल सके।

एएसपी बोले, अम्मा भीग जाओगी मेरी गाड़ी आपको घर छोड़ देगी




फरियाद लेकर आई बुजुर्ग महिला को पुलिस की गाड़ी से घर भेजते एएसपी साथ • जागरण  
जास, कानपुर : बरां करही निवासी 70 वर्षीय लक्ष्मीदेवी शुक्रवार को एएसपी साउथ के दफ्तर से एक अद्भुत अनुभव लेकर लौटीं। वे शादीशुदा बेटा के उत्पीड़न की दास्तां सुनाने आई थीं। लौटने लगीं तभी तेज बारिश शुरू हो गई। बाहर निकले एएसपी बीबीजीटीएस मूर्ति ने उनकी परेशानी देखी और बोले, अम्मा आप भीग जाओगी। मेरी गाड़ी आपको घर छोड़ देगी। एएसपी की बातें सुनकर लक्ष्मीदेवी को आंखें डबडबा गईं। गाड़ी में बैठकर उन्होंने रुंधे गले से एएसपी को आशीर्वाद देते हुए कहा कि भगवान सबको आप जैसा बेटा दे। एएसपी ने उनके दामाद पर रुपये चोरी व उत्पीड़न के आरोपों की जांच के निर्देश भी दिए हैं।

# Real Life Examples of Empathy

**BREAKING NEWS**

कानपुर  
31.07.2020

STAR  
India News  
खुबर हमारी... फेरफार आपका...



संवाददाता  
मुबीर मलिक

**SP साऊथ ने बुजुर्ग महिला की फरियाद सुन कर अपनी गाड़ी से छुड़वाया उसके घर**

**SP साऊथ का देखने को मिला दरियादिली अंदाज**

**SP साऊथ श्री मूर्ति ने 70 वर्षीय बुजुर्ग महिला की समस्या सुन कर जल्द ही कार्यवाही का दिया भरोसा**

# Real Life Examples of Empathy

**BREAKING NEWS**

**कानपुर**  
**31.07.2020**

**संवाददाता**  
**मुबीर मलिक**

**अम्मा मौसम खराब है।  
मेरी गाड़ी घर चली जाओ...**

**जाओ अम्मा को उनके  
घर छोड़ आओ...**

**मौसम खराब होने पर बुजुर्ग महिला को अपनी गाड़ी से पहुँचया घर**

**SP साऊथ श्री मूर्ति जी ने अपने कार्यालय में 70  
वर्षीय बुजुर्ग महिला की समस्या सुन कर जल्द ही  
कार्यवाही का दिया भरोसा**

**STAR India News**  
खुबर हमारी... फैसला आपका...

# Real Life Examples of Empathy

## एसडीएम मनेश यादव ने गरीब परिवारों को कंबल वितरित किए, कहा सक्षम लोग मदद को आगे आएँ

ऊना / होशियारपुर : कुलदीप सेनी  
उपमंडल अंब में बाहरी राज्यों से आकर मेहनत मजदूरी कर पेट पालने वाले लोगों को कड़कड़ाती सर्दियों में अब ठिठुरते हुए नहीं सोना पड़ेगा। प्रशासन ने ऐसे लोगों की ओर सहायता का हाथ बढ़ाते हुए इन को सर्दियों से बचने के लिए जरूरी सामान वितरित करने का अभियान शुरू किया है।

इसी के तहत आईएएस अधिकारी एसडीएम मनेश यादव व आईपीएस एसडीपीओ इल्मा अफरोज ने नंदपुर में जाकर ऐसे ही 26 परिवारों को कंबल व कपड़े बांटे। प्रशासन की इस पहल से इन लोगों ने राहत की सांस ली है। काबिले गौर है कि क्षेत्र के अंदर किसी भी तरह की अप्रोच न होने के चलते यह लोग ऐसी किसी भी सहायता से वंचित रह जाते हैं। जिन लोगों को प्रशासन ने आज सामान वितरित किया है, उन लोगों की वास्तविक हालत ऐसी है कि एक



लोगों ने राहत की सांस ली है और इनके चेहरे को जानने के लिए कुछ दिन पहले फौलड

## एस डी एम की दरियादिली, नंदपुर में 26 परिवारों को बांटे कंबल और कपड़े

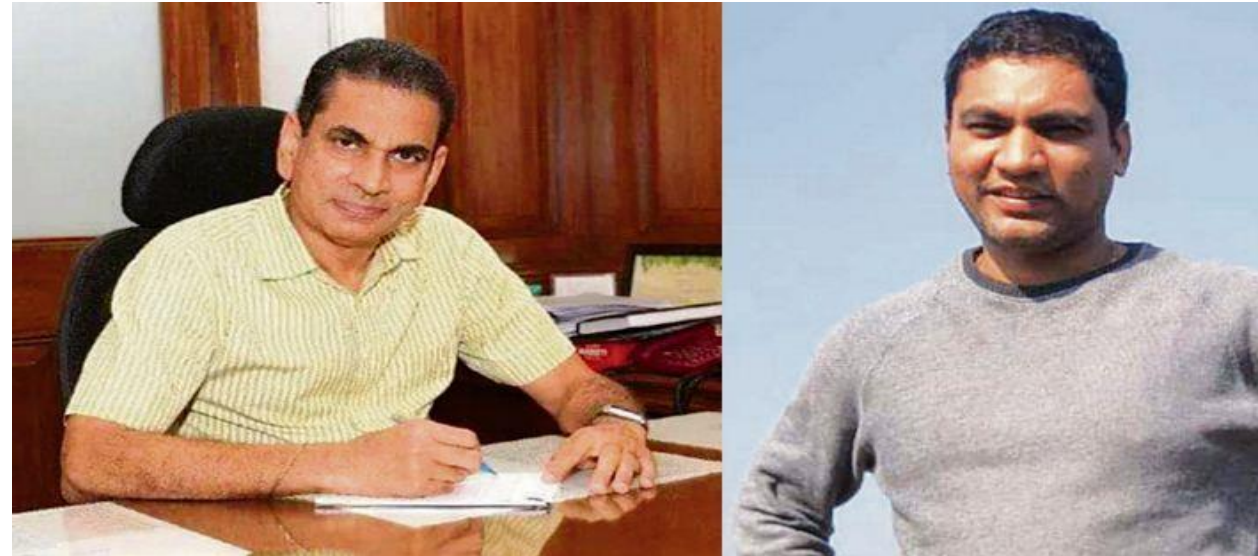
चिंतापूर्णा, 19 नवंबर (अमन शर्मा)। एस डी एम अम्ब मनेश यादव व एस डी पी ओ अम्ब इल्मा अफरोज ने वीरवार को नंदपुर में जाकर झुगियाँ झोपड़ियों में रहने वाले प्रवासीयों के 26 परिवारों को कंबल व गर्म कपड़े बांटे। ये प्रवासी बिहार के रहने वाले हैं और पिछले काफी समय से नंदपुर में झुगगी झोपड़ियों में रह रहे हैं इन परिवारों के सदस्य दिहाड़ी लगाकर अपना गुजारा कर रहे हैं। नंदपुर में जब इन प्रवासीयों के बारे एस डी एम अंब व एस डी पी ओ अंब को पता चला तो वे नंदपुर में पहुंचे और इन्हें ठंड के मौसम में कंबल और गर्म कपड़े दिए।



# Two Bright Starts Amid Gloom...

**Mr. Chahal** restructured the entire Covid response mechanism and made it function as clockwork. He was ably assisted by a newly motivated staff. He is preparing for a third wave. Seven jumbo hospitals with a thousand beds each have been set up.

Equipment, personnel, oxygen, medicines, etc., have been taken into account. The management of these hospitals will be entrusted to nearby private hospitals with established reputations. The idea is to associate the name of the well-known hospital with the new centre. All in all, a great job by a great son of India.



Community Heroes: **Iqbal Singh Chahal (L)** and **Dr Rajendra Bharud** are ready for the third wave, should it strike.

The dedication to a task displayed by Chahal has found an echo in the achievements of **Dr Bharud**, a medical graduate selected for the IAS in 2012. This 33-year-old officer had to contend with primitive medical facilities and a population of 16 lakh, mostly illiterate or poorly educated, living in far-off villages and hamlets and lacking even simple mobile phones. He had to adapt to a system of communication that relied on physical contact through messengers. The villagers were reluctant to take the vaccination jobs and that was another job he was compelled to undertake — to educate his own people on the need for protection from the dreaded disease. He improvised, planned, and motivated his juniors and his might-have-been fraternity, the local doctors' community, to rise to the occasion. Read Full Story @: <https://www.tribuneindia.com/news/comment/two-bright-stars-amid-gloom-255997>



# Making it happen: Fight Against Covid in Andhra



- As the country is reeling under Covid-19 pandemic, the state of Andhra Pradesh is putting up a noteworthy fight against it.
- A.P. which has a population of around 53 million has reported over 1.2 million Covid-19 cases till now.
- Since the last week of April, state is witnessing over 20,000 cases every day.
- Right from the beginning of the pandemic, the political leadership in the state has shown strong commitment, resulting in a multi-pronged strategy to deal with it.

# Making it happen: Fight Against Covid in Andhra...

- The government focussed on testing, identifying, isolating and contact tracing.
- Door-to-door delivery of medicine kits, rations, and health services is ensured.
- Free healthcare for Covid 19 patients has been provided through government and **Arogyashri empaneled hospitals**.
- A multi-pronged strategy has been undertaken with redesigned **104 help line**.
- With the exponential increase in the number of cases, a dedicated 24/7 call center was setup to act as an Integrated **Command and Control Center** headed by **headed by a seasoned IAS officer, Babu Ahmed**.
- Smooth roll-out of remote tele-consultation and training doctors in using the software was possible through determined effort of **another young IAS officer, Dr. Vinod Kumar** who is also a member of Expert Committee.
- *Anil Swarup has served as the head of the Project Monitoring Group, which is currently under the Prime Minister's Office. He has also served as Secretary, Ministry of Coal and Secretary, Ministry of School Education.*

# Team involved in 104-Command Control Centre

In addition to their shift duties every officer is allotted a district to coordinate with the district 104 Call Centre to monitor the tickets raised and for their timely closure, redress the grievances and for coordination with district administration for Testing, Results, Transportation, Hospital Admissions etc.

2019 Batch IAS Officers

## Territorial Jurisdiction

S.No	Name and Designation of Officer	Districts Allotted
1	Sri Chahat Bajpai, IAS (2019) Under Secretary to Government	West Godavari Srikakulam
2	Sri G. Surya Sai Praveen chand, IAS (2019) Under Secretary to Government	Anantapur Nellore
3	Ms. Bhawna, IAS (2019) Under Secretary to Government	Krishna
4	Sri Katta Simhachalam, IAS (2019) Under Secretary to Government	Vizianagaram Visakhapatnam
5	Sri V. Abishek, IAS (2019) Under Secretary to Government	Prakasam
6	Ms. Aparajita Singh Sinsinwar, IAS (2019) Under Secretary to Government	East Godavari
7	Sri C. Vishnu Charan, IAS (2019) Under Secretary to Government	Chittoor
8	Ms Nidhi Meena, IAS (2019) Under Secretary to Government	Kurnool
9	Sri Vikas Marmat, IAS (2019) Under Secretary to Government	YSR Kadapa Guntur
10	Sri Mallarapu Naveen, IAS (2019) Under Secretary to Government	On leave

The above IAS officers shall report to their assigned duties with immediate effect as per duty roster.



## MAKING IT HAPPEN: DIAL 104 FOR FIGHT AGAINST COVID-19



FIGURE 1 ON MAY 4, 2021: TOTAL 17,000 CALLS RECEIVED AT 104-CALL CENTER

# Telangana: IAS officer provides his official vehicle for pregnant woman to be taken to hospital.

HYDERABAD: As rains pounded [Sircilla](#) town, an [IAS](#) officer provided transportation for a pregnant woman to reach the hospital in the town.

Additional collector B [Satya Prasad](#) noticed that the family of the woman were having problems in reaching the hospital. An auto in which the family was travelling stopped near the Kotha cheruvu as the water from the stream was overflowing on the road. The auto driver told the family it would be impossible for him to drive through the water and expressed his helplessness. Additional collector Satya Prasad asked his staff to find out what the issue was and when informed about it, he got the staff to take the pregnant woman [Nakka Sravani](#) in his official vehicle to the hospital on Tuesday. The woman from [Konaraopet](#) in Dharmaram mandal was able to reach the government hospital at Sircilla with the timely help extended by the official.

It may be mentioned here that several colonies had got inundated in Sircilla town in [Rajanna Sircilla](#) district because of the heavy rain.



Congratulating Satyaprasad on his humanitarian gesture

## Gandhi's Talisman



"I will give you a talisman. Whenever you are in doubt, or when the self becomes too much with you, apply the following test. Recall the face of the poorest and the weakest man [woman] whom you may have seen, and ask yourself, if the step you contemplate is going to be of any use to him [her]. Will he [she] gain anything by it? Will it restore him [her] to a control over his [her] own life and destiny? In other words, will it lead to swaraj [freedom] for the hungry and spiritually starving millions? Then you will find your doubts and your self melt away."

- M. K. Gandhi

- One of the last notes left behind by Gandhi in 1948, expressing his deepest social thought.

Source: Mahatma Gandhi [Last Phase, Vol. II (1958), P. 65]

“  
*The poor, the illiterate,  
the ignorant, the afflicted  
- let these be your God.  
Know that service to these  
alone is the highest religion.*  
”





A TRIBUTE  
TO R.K. LAXMAN...

*Thank You*