

# Motivational dynamics ( unlocking full potential of Self ) in Government-key challenges

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Revised AP Police Manual in 2017, NCB Manual in 2019

# Your success depends on your IQ+EQ+TQ

- IQ : IQ is Intelligence Quotient, a score from standardized tests that measures cognitive abilities like **reasoning,**
- **problem-solving, and learning,**
- comparing **an individual's intelligence** to that of their age group, with 100 being the average.
- EQ : EQ is the ability to **recognize,**
- **understand, manage,**
- **and utilize your own emotions positively** while also perceiving and influencing the emotions of others.
- It drives **effective communication, empathy, stress management, and conflict resolution,** making it crucial for personal and professional success
- TQ : TQ : a metric, that measures an individual's **organization's trustworthiness** based on four key variables: Credibility, Reliability, Intimacy, and Self-Orientation

# The A,B,C,D,E,E etc of motivating self & colleagues

- A: Attitude, Attention, Action
- B: Behaviour, Best performance, Broad-mindedness
- C: Concentration, Consistency, Conduct, Character, Concern, Command, Control
- D : Discipline, Dedication, Direction, & Determination
- E : Efficiency, Effectiveness, Excellence, Execution
- F : Firmness, Fairness, Foster care
- G : Governance, Guidance, Good
- H : Happiness, Health, Habits
- L : Leadership, Legalistic , Learning from failures, Love for the Organization
- R : Re-examination, Re- engineering, Re-casting, Rules & Regulations

# Officers interaction : key challenges

- **Intrinsic Motivation:** Interest in public policymaking, commitment to the public interest, civic duty, and the desire to perform meaningful work. (linchpins- backbone, corner stone )
- **Job Security & Stability:** The promise of **permanent employment**, protection of service, pensions, and gratuity is a primary, consistent motivator.
- **Respect and Recognition:** Recognition from supervisors, colleagues & general public for achievements, such as "books of praise" or awards.
- **Autonomy and Responsibility:** Having enough control over their job to perform tasks , involve in decision making and make decisions.
- **Prosocial Impact:** Seeing the direct, positive effect of their work on citizens & the community

# PSM-PSD (public service delivery)

- Motivation in government - **Public Service Motivation (PSM)**, differs from the private sector by focusing more on intrinsic factors like a desire to serve the public,
- altruism, and
- commitment to civic duty.
- While job security is a major draw, effective government functioning relies on overcoming entrenched challenges like bureaucracy, service before self, facing challenges, and resistance to change are the key issues

# Some issues

- **Resistance to Change:** Deeply entrenched, traditional, and risk-averse cultures make implementing new technology or processes difficult.
- Equilibrium effect : like extra learning, transfer to long distance work places, educational facilities, spouse employment , medically disabled children / parents
- **Political Interference & Short-Termism:** Frequent, abrupt changes in leadership (political appointees) create uncertainty and hinder long-term planning... quid pro quo
- **Limited Resources:** Budgetary constraints can lead to inadequate equipment and, in some sectors, poor working conditions.
- **Burnout and Imbalanced Workload:** A significant percentage of the workforce may experience burnout, especially in key sectors, while others might not have adequate work distribution

# Strategies for Improving Motivation

- **Cultivating a Culture of Innovation:** Encouraging risk-taking and allowing for experimentation **without immediate punishment for failure.**
- **Implementing Performance-Based Appraisals:** Using clear **Key Performance Indicators (KPIs)** to link rewards to results.
- **Mentorship Programs:** **Pairing new employees with veterans** to support professional development. (often done in CAPFs, police & revenue depts)
- **Transparency and Recognition:** Providing non-monetary recognition and ensuring transparent, merit-based promotions. ( no personal caste creed bias . Nothing like “hamara aadmi”. All are equal concept.
- **Strengthening "Public Service Ethos":** Reminding employees of the social significance and purpose of their work. (compare other well-educated people but not so lucky to get a Govt job.

# The 5 Cs

- Control vs. lost control
- Certainty vs. uncertainty
- Connection vs. disconnection
- Clout vs. lost clout
- Consistency vs. inconsistency

# The 5 Rs

- reasons,
- responsibilities,
- recognition,
- relationships, and
- rewards.

# The 7 Rules

- **Seven rules for motivation,**
- emphasizing goal setting,
- finishing projects,
- socializing with supportive individuals,
- self-education, learn/ unlearn/ re-learn ( Alvin Toffler)
- aligning interests with natural talents,
- increasing subject knowledge, ( skill advancement courses , exposure to better practices and
- embracing failure as a learning tool.

# Lord Nolan's 7 principles of public life

- Committee of Standards in Public Life (CSPL) of UK Govt 1994 when John Major was the PM.
  - Seven principles being followed in UK ( *same principles are enunciated in A.I.S Conduct Rules as per Supreme Court judgment in Vineet Narain vs UOI AIR 1998 SC 889 page no 917* ) :
1. Selflessness
  2. Integrity ( *strong moral character, adhering to a set of strict ethics & principles* )
  3. Objectivity
  4. Accountability
  5. Openness ( *transparency* )
  6. Honesty ( *speaking truth, not corrupt* )
  7. **Leadership** ( *no force on earth CAN STOP an idea whose time has come .. Victor Hugo* )

# Transformation through empowerment in AP & Hyderabad City police

- Six months in-house empowerment programme for compassionate appointees, followed by 2 months institutional skill building in 1998-99..phenomenal success. **Enhanced SQ levels** .( **small wins to big wins principle**)
- Creation of *response policing* Blue Colts & Rakshaks in cities across AP.. **That improved the response to dial 100** .( **small wins to big wins principle**)
- A 15 day drive in 1999 in old city Hyderabad with 100 vehicles & staff to realise loss of revenue to APSEB to the tune of Rs 27 Crores a month. **..determined effort changed the mindset of people** . instead of Rs 34 crores a month, only Rs7 crores was being paid. ( **principles of simple to complex and Periphery to the Core** )

# One swallow doesn't make a summer

- Although some good has happened , the situation may not continue to be good, and you can not rely
- Perseverance, persistence, principle of continuity
- Handle failures . Most of the new researches in the food technology, medical diagnostics , pharma industry, Border Road Organization, immunology, communication technology , Artificial Intelligence , etc have failures..
- Edison's 1,093 U.S. Patents and 2,332 patents worldwide are responsible for every item that uses electricity as well as the concrete in commercial buildings.
- He created the motion picture industry, the recording industry, the X-ray machine, and he even created the tattoo pen.

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- Perseverance, persistence, principle of continuity

Remember .. Research is a long process

- I have not failed. I've just found 10,000 ways that won't work.”..

Thomas alva Edison

# Thomas Alva Edison (1847 to 1931)

1. Never get discouraged if you fail. Learn from it. Keep trying.
  2. Learn with both your head and hands.
  3. Not everything of value in life comes from books- experience the world.
  - 4. Never stop learning. Read the entire panorama of literature. Our greatest weakness lies in giving up.
- 
- 1. **The most certain way to succeed is always to try just one more time.**
  - 2. “Just because something doesn’t do what you planned it to do doesn’t mean it’s useless.”
  - 3. “There is no substitute for hard work.”
  - 4. **“I have not failed. I’ve just found 10,000 ways that won’t work.”**
  - 5. “If we did all the things we are capable of, we would literally astound ourselves.”
  - **“Genius is one percent inspiration and ninety-nine percent perspiration.”**

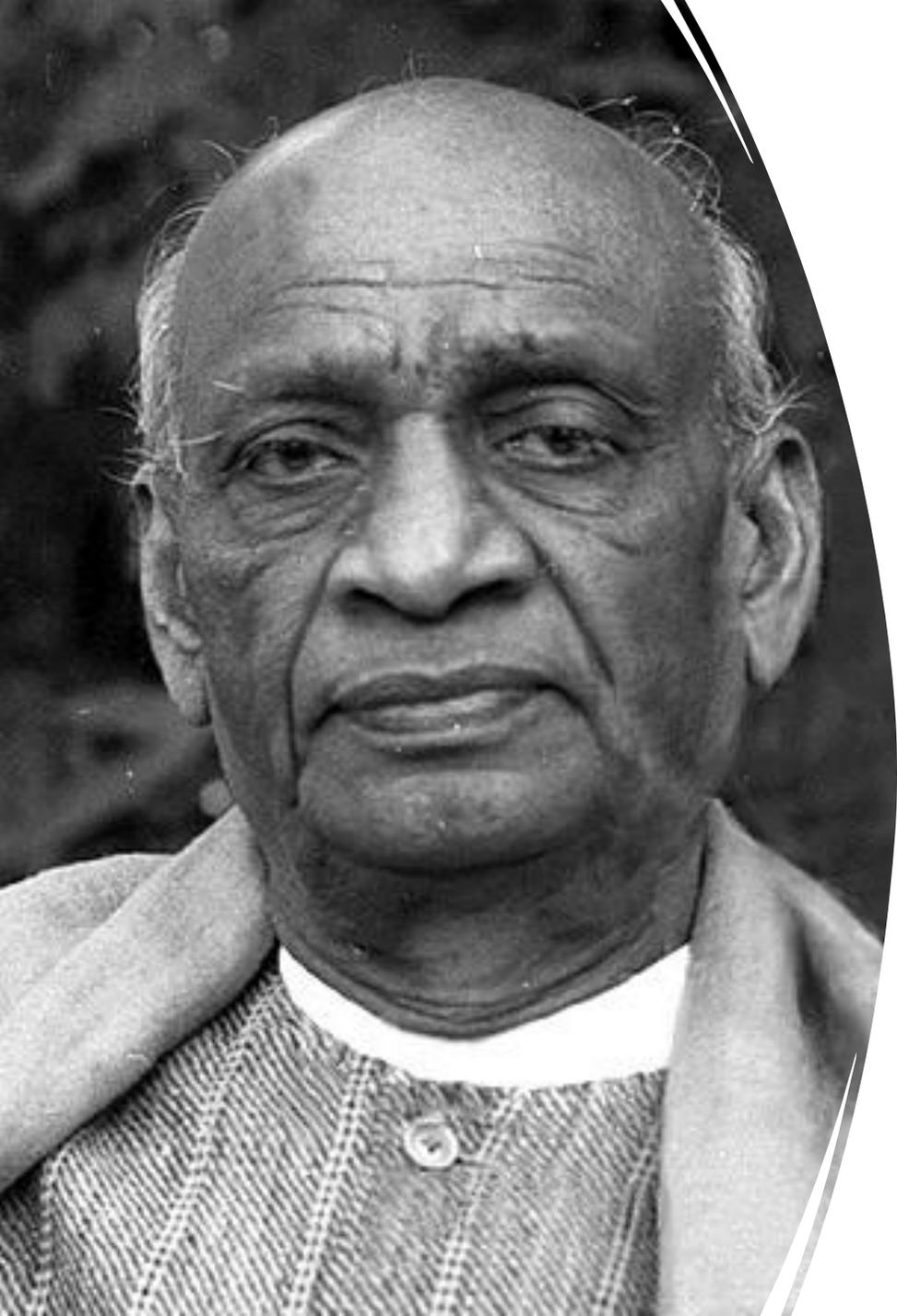
# Röntgen's discoveries-X-ray (25 yrs of effort)

- On the evening of November 8, 1895, he found that, if the discharge tube is enclosed in a sealed, thick black carton to exclude all light, and if he worked in a dark room, a paper plate covered on one side with barium platinocyanide placed in the path of the rays became fluorescent even when **it was as far as two metres from the discharge tube**.
- During subsequent experiments he found that objects of different thicknesses interposed in the path of the rays showed **variable transparency** to them when recorded on a photographic plate.



## Leaders who have inspired me in my journey and my key take aways from them

- "Arise! Awake! And stop not until the goal is reached.
- "Talk to yourself once in a day, otherwise you may miss meeting an intelligent person in this world."
- you are the creator of your own destiny
- "When an idea exclusively occupies the mind, it is transformed into an actual physical or mental state."
- "Never think there is anything impossible for the soul.
- They alone live, who live for others."
- "In a conflict between the heart and the brain, follow your heart. "
- "The greatest sin is to think yourself weak"



# Leaders who have inspired me in my journey and my key take aways from them

- Thinker to talker
- Talker to doer
- Doer to performer
- Performer to achiever
- Achiever to reformer
- Reformer to a trend setter
- Trend setter to a role model
- Role model to a nation builder.
- 
- Asato ma sadgamaya (**from ignorance, lead me to truth**)  
Tamaso ma jyotirgamaya ( **from darkness, lead me to light**)  
Mrtyorma amrtam gamaya ( **from death, lead me to  
immortality**)
- Om shanti shanti shanti (Om peace peace peace)



Leaders who have inspired me in my journey and my key take aways from them

- 8 hours hard work
- 8 hours good sleep
- 8 hours should be spent on 3Fs, 3Hs, 3 Ss
- 3Fs: family, friends, & faith
- 3Hs: health, hygiene, & hobby
- 3Ss: Soul, service, & smile

# Motivation vs Self-Motivation

- In psychology, motivation refers to the internal processes that
- initiate,
- direct,
- and sustain **goal-oriented behavior**. (annual / bi annual targets- long term short term )
- It's **the “force” that drives individuals & teams to act**,
- You being Leaders influence **the direction**,
- **intensity**, and
- **persistence of the Goals /targets**
- Essentially, it's the "why" behind what people do.

# Self motivation

- In psychology, self-motivation is **the internal drive** that compels an individual to
- initiate,
- sustain, and
- complete tasks or goals **without needing external prompting or supervision.** ( the ownership of the organization – love for the organization)
- It's the force that pushes someone **to pursue their objectives**, fueled by personal desires ( the linchpins / backbone )
- ambitions, and **a commitment to self-improvement.**
- Self-motivation stems from within, arising from personal interests, values, and a desire to achieve certain standards or fulfill personal goals.

# Books that change our lives

- **It's The Manager Moving from Boss to Coach- Jim Clifton , Jim Harter** (A boss tells employees how to work harder. A coach shows employees how to work smarter. Bosses expect commitment under all circumstances. Coaches understand that they must create a hostile-free work environment in order to inspire loyalty)
- **Hidden Potential** ( the Science of Achieving Greater Things) – Adam Grant) ( build character, skills, turn daily work into a source of joy, compete against yourself, ask for advice, not feed back , transform groups into teams)
- **Atomic Habits** (tiny changes, remarkable results)-James Clear. Small wins theory.
- **ReWork** by Jason Fried ( change the way you work for ever)( ideas are immortal, inspiration has an expiry date, but it is magic,grab it & put it to work, do it now)

# The 5 Cs & 5 IRs

- **Concern, Commitment, Competency, Clarity, and Confidence.**
- Each one of these is important to keep in mind as you build your crisis response plan and any appropriate response you may have when a crisis arises
- **5 Steps to Building an Incident Response Plan**
- Step 1: Preparation. Preparation is key to an effective response. ...
- Step 2: Detection and analysis. Take steps to put security safeguards in place. ...
- Step 3: Containment, eradication, and recovery. ...
- Step 4: Post-incident activity. ...
- Step 5: Test your incident response process

# Goldilocks rule

- Humans experience peak motivation when working in **Tasks that are right on the edge of their current abilities, not too hard, not too easy ..just Right .**
- Speaks of incremental changes, not drastic.
- Ex: use of tablets by Hyd Traffic Police.. Then L&O Police..
- All the graduate Police officers were empowered in computers usage 15 yrs ago in JNTU Computer sciences dept.. 30 days programme.. Fear factors were duly addressed.. 60 days empowerment for the police station writers to enter FIR on line (1685 PSs in AP ) .
- **Behavioural change Laws: make it obvious, make it attractive, make it easy** ( source: Atomic Habits by James Clear)
- The **great threat to success is not failure but boredom** . Olympians transgress boredom of repeat exercises

# *Sharpen the saw..7<sup>th</sup> habit ..*

- Sharpen the Saw : preserving and enhancing the greatest asset you have—you. (Stephen R. Covey Book)
- Having a balanced program for self-renewal in the four areas of your life:
  - physical ( exercise, nutrition, rest, stress management)
  - social/emotional,( managing key relationships)
  - Mental (reading, writing, learning& study )
  - and spiritual ( service, values, inspirational )
- As you renew yourself in each of the four areas, you create growth and change in your life.

# “Young boys” training experiment at APPA

- 2004- 2005 : 180 promotee Sub Inspectors **above 50 yrs age** reported at APPA ( from Head Constable to SI) for six months training. If they pass the exam, they will be posted as regular SHOs in PSs.
- They are intelligent as they were police station writers.. We learnt a lot from their experiences (**Re -learning** for senior officers )
- 40 % were overweight (above 100 to 125 kgs weight)
- 30 % had some medical issues
- 30% are in admissible BMI range
- Training schedule for out door was divided and 2 separate dining halls..consulted specialists for appropriate diet ..
- Class rooms are in 2<sup>nd</sup> floor and tea and snacks at ground floor.. ??
- Counselling.. Mentoring..interviewing
- Slow change process ( followed **small wins theory**). They resisted initially but welcomed our initiatives, their spouses were very happy to see them in **smart turn out** and went back to Police Stations as SHOs.

# Handling public trust deficit in combined AP

- A two year vertical interaction course “maryada” ( respecting people who approach police for help) for all the 15000 police men & officers.. ***Resulting in attitudinal change that enhanced police image. ( same from the less , more from the same principle)***
- Delegate , supervise, process mid course correction & reengineer
- ***Citizen charter was prepared and institutionalized , survey of our public service delivery by RCEUS –Osmania University ( small wins theory)***

# The Metro man Sreedharans' success story

- **Meticulous Planning:** Every phase of the Delhi Metro project was carefully planned with clear timelines, budgets, and goals to ensure that the project stayed on track.
- **Advanced Engineering:** The use of innovative technologies, such as advanced TBM machinery, was crucial to navigating Delhi's challenging geological conditions.
- **Scientific Project Management:** Tools like CPM (critical path method) and PERT(Program Evaluation review Technique ) were used to optimize task execution, monitor progress, and mitigate risks effectively.
- **Commitment to Safety and Quality:** Dr. Sreedharan's emphasis on safety, quality control, and sustainable practices ensured that the project not only met its objectives but also adhered to the highest standards.

# DMRC

- **Community Engagement:** Transparent communication and involvement with local communities helped manage public expectations and minimize disruptions during construction.
- **Innovative Financing:** Multi-source funding, including international loans, ensured the financial feasibility of the project while optimizing costs
- Quality testing of all materials
- Culture of excellence & efficiency by Intensive Empowerment & skill development
- Delegation, supervision & accountability
- Selecting right type of TBM ( Tunnel Boring Machines) that suit soft / hard & rocky soil ).. the ultimate

# Sudhansu Mani- the Vande Bharat man

- Sudhanshu Mani is the Indian Railways officer and engineer made Vande Bharat Express- a reality
- As the General Manager of the Integral Coach Factory (ICF) in Chennai, he led a team of dedicated engineers to design and manufacture India's first indigenous **semi-high-speed train (originally known as Train 18) in just 18 months.**
- Key details about his contribution include:
- Vision & Innovation: Mani conceptualized a self-propelled train set (no separate engine required) to modernize Indian Railways, aiming for "AtmaNirbharta" (self-reliance).
- Cost Efficiency: While a Spanish company demanded ₹250 crore for a 10-bogie train, **Mani and his team at ICF designed a 16-bogie train with indigenous technology for just ₹97 crore.**
- Development: He spearheaded the project during the last two years of his service, retiring in 2018 after delivering the prototype.

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# Kargil tunnel.. The game changer.. tech marvel

- Zoji La Tunnel is an under-construction 9.5 m wide, 7.57 m high and 14.2 km long, horseshoe-shaped single-tube, 2 lane road tunnel at the height of 11,575 feet (3,528 m) above sea level which passes under the Zoji La pass in the Himalayas between Ganderbal of Kashmir (J&K) and Drass town in Kargil district of Ladakh.
- **National Highways & Infrastructure Development Corporation Limited (NHIDCL)** of GOI is the nodal agency to execute the work
- Our technology institutes may partner with NHIDCL to learn, replicate the engineering dynamics of such difficult project.

# Kargil tunnel

- The tunnel will be built under **EPC mode (engineering, procurement, construction)** wherein the Government of India will provide the money and the executing agency will do the construction and will later hand over the project to the Government of India.
- Its construction period will be five years because of a very difficult terrain where in some areas the temperature drops to -45 °C
- MEIL (Megha Engineering & Infrastructure Ltd) emerges as lowest bidder for the tender

# Z-Morh Tunnel

- The Z-Morh Tunnel is a 6.5 km long 2-lane road tunnel between Gagangair and Sonamarg in Ganderbal district of J&k .
- It is named after the Z-shaped stretch of road that the tunnel has replaced (Z-Morh translates to "Z-turn" in English).
- The road used before was avalanche-prone and used to get blocked for several months, but the Z-Morh tunnel provides all-weather connectivity to the Sonamarg tourist town.
- It takes only 15 minutes to travel the 6.5 km long tunnel compared to hours over the zig-zag road up and down the hills.

# Sela Tunnel (West Kameng district, Arunachal Pradesh, on the Balipara-Chariduar-Tawang (BCT) road.

- It was inaugurated by our PM Modi Ji on 9 March 2024.
- Executed by the Border Road Organization (BRO) operated by **National Highways & Infrastructure Development Corporation Limited (NHIDCL)**.
- The project features two tunnels and a link road. Tunnel 1 is a 980-metre-long single-tube tunnel, while Tunnel 2 is a **1,555-metre-long twin-tube tunnel**, with one bi-lane tube for traffic and the other for emergency services. The link road between these tunnels spans 1,200 metres.
- The tunnel provides access to Tawang by an all-weather road in the western region of Arunachal Pradesh throughout the year

# 3 Cs of Civil – military liaison

- Civil-military liaison refers to the communication,
- coordination, and
- collaboration between civilian authorities and military forces.
- It's a crucial aspect of national security, humanitarian efforts, and overall societal well-being.
- Civil-military liaison involves establishing channels for information exchange, joint planning, and mutual support to achieve common goals.

# Key aspects of civil-military liaison:

- Key aspects of civil-military liaison:
- Coordination:
  - It involves aligning the efforts of civilian agencies and military personnel to ensure a cohesive approach to tasks like disaster response, security operations, or development initiatives.
- Information Sharing:
  - Civil-military liaison enables the timely exchange of intelligence and other critical information between civilian and military actors, facilitating better decision-making and response coordination.

# Waynad land slides 30<sup>th</sup> July 2024

- The 2024 Wayanad landslides were a series of landslides that occurred in Punjirimattom, Mundakkai, Chooralmala, and Vellarimala villages in Meppadi panchayat, Vythiri taluk in Wayanad district, Kerala, in the early hours of 30 July 2024.
- The landslides were caused by heavy rains that caused hillsides to collapse, destroying the areas below.
- The disaster was one of the deadliest in Kerala's history, with reports of 254 fatalities 397 injuries and **118 people missing**
- Deforestation, seismic sensitivity, poor building construction, and global warming have been identified as possible causes for the landslides and fatalities.

# Knowledge-skill-attitude-the self development

- Pl explain
- Efficiency vs effectiveness
- Training vs empowerment
- Sympathy vs Empathy vs Compassion
- Boss vs Coach
- Self motivation, stress management (don't carry home to office & vice versa.. Walk, play, dance, listen to music, laugh , joke with friends etc)
- Cite examples of : when you get motivated / demotivated
- The spouse / children/ neighbourhood factors
- Self reflection, self understanding, self development , (Emotional Intl)

# Hyderabad old city electricity charges recovery drive in 1999-2000

- Hyderabad Old City has 20 lakhs population with 20 Police Stations
- In 1999 the monthly loss of Electricity revenue ( power pilferage ) was Rs 27 Crores.
- Out of Rs 34 Crores of expected revenue only Rs 7 Crores was being collected by APSEB .
- Govt launched a drive . I was DCP South Zone (Old City) & requested the CM for 100 vehicles, 100 AEs, Line men, Sub Inspectors, women Police, 1200 Police Men & 15 days time. Requested APSEB to keep 1,00,000 reading meters ready.
- Local Linemen misguided us on day ONE by raiding the most densely populated defaulter Core area as a ploy to deter us to give up

# Lord Nolan's 7 principles of public life

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# The pancha bhutas ( five elements)

- Earth sciences : agriculture, chemistry , physics ,biology, forest & environment, Himalayan thermo-hydro-magnetic dynamics etc research
- Water : the Amruta ( the elixir for the animate & inanimate survival )clean potable drinking water , pollution control, irrigation / agriculture, sand extraction (can we not find out alternatives.. Civil engineers to think), hydel power, oceanic wave energy tapping etc
- Fire : the energy sector; power sector, cooking gas, early warning of forest fires etc
- Air: the oxygen , nitrogen & other components, wind energy, air purification, manufacturing zero emission cars etc
- Space : the space research, satellite technology, weather fore casting etc

# Learn, unlearn, relearn ..

- ***“The illiterate of the 21st century will not be those who cannot read and write, but those who cannot learn, unlearn, and relearn.”*** “If you don't have a strategy, you're part of someone else's strategy.” .. Alvin Toffler
- Unlearn: To discard (something learned, especially false or outdated information) from one's memory. Relearn: To learn (something) again
- Learning encourages the ability to do something efficiently with the help of available resources so that you can reach your goals. ...
- The importance of learning is that it helps the individual to acquire the necessary **skills** through learning and **knowledge** so that he can achieve his set goals
- **Attitudes** can be acquired : KSA

# The 4 Cs principle

- **Critical thinking** : a kind of thinking in which you question, analyse, interpret, evaluate and make a judgement about what you read, hear, say, or write.
- **Creativity** : the tendency to generate or recognize ideas, alternatives, or possibilities that may be useful in solving problems, communicating with others, and entertaining ourselves and others.
- **Communication**: a process by which information is exchanged between individuals through a common system of symbols, signs, or behaviour
- **Collaboration** :the process of two or more people or organizations working together to complete a task or achieve a goal / shared goal .

# Our hormonal system

- The primary hormone associated with motivation is dopamine. It's often called the "happy hormone" or "reward hormone" because it's released when experiencing pleasure and is crucial for the brain's reward system.
- Dopamine motivates individuals to seek out activities and experiences that lead to pleasure and reward, driving them to work towards achieving goals.
- Besides motivation, dopamine also influences attention, memory, and motor control.

# The road map

- Understand you are lucky to have been in Govt service
- Don't compare with others, Don't fall prey for schemes
- Improve your educational qualifications
- Travel with your family & children
- Play games with your parents & children
- Declare holiday to your cell phone.. 5G radiation is bad for health
- Look into the mirror & talk to yourself & laugh at yourself for the silly mistakes
- Love your self ,your family & friends. LIVE YOUR LIFE MEANINGFULLY

# The self - look into the mirror

- Self awareness
- Self understanding
- Self reflection
- Self reformation
- Self re learning

- Thank you
- Wishing you all Goodluck & bright future