

The Iceberg Illusion

Success is an iceberg

SUCCESS!

WHAT PEOPLE SEE

Persistence



WHAT PEOPLE DON'T SEE

Dedication



Failure



Hard work



Sacrifice



Discipline



Disappointment



@sylviaaduckworth

Civil Services Exam Iceberg

SUCCESS

FAILURE



Real Story of a Civil Service Aspirant

- Civil Services 2013 – Interview Fail
- Civil Services 2014 – Mains Fail
- Civil Services 2015 – Prelims Fail
- RBI, SSC 2015 -- Interview, Tier 2 fail
- “When you get older you start to mistrust yourself, you cannot concentrate for as many hours as you could earlier. All of your friends would have moved on. All the people I grew up with have successful careers. The going becomes tougher”

Challenges in Career of Civil Servant

- Out-of-the way transfer (faced by all officers).
Disheartening.
- Punishment posting (faced by most) or waiting for posting (becoming common). More like a public reprimand. Harder on Officer.
- CBI raids / Vigilance Inquiries. (Faced by few)
Suspension, arrest, imprisonment, trial etc. Public humiliation and stigmatizing. Very hard on officer and his family.

This world is not for cowards. Do not try to fly. Look not for success or failure. Join yourself to the perfectly unselfish will and work on.

~ Swami Vivekananda

GREATSAYINGS.NET

New India @ 75

Messages by PM

- First, policymaking will have to be rooted in Indian ground realities and emphasize the welfare of all in both design and implementation.
- Second, development strategy should embrace new technologies fostering innovation and upskilling.
- Third action plan should
 - efficient delivery of public services,
 - rooting out corruption,
 - expanding the tax base,
 - ease of doing business,
 - stopping leakages etc

New Civil Service for New India @ 75

To put in place a reformed system of recruitment, training and performance evaluation of the civil service to ensure more effective and efficient delivery of public services

- Nurture specialization. Encourage officers to cultivate specializations based on their education and skills early on in their careers.
- Compulsory retirement for underperforming officers.

Being ready to create New India

- Embrace change. Seize the opportunity
- Be responsible – for work and family.
- Leverage good in every individual.
- Consult your colleagues and subordinates.
- Crusader of work vs crusader of principles
(Ashok Khemka IAS 1991)
- Have Role Models in your Service/Cadre

Case Study : E-Government in AP

"The introduction of e-governance systems is not being forced on us by public pressure. In fact, there is no real ground level demand for e-governance. But the government believes that e-governance systems should be pushed into the state if our vision of transforming AP into a knowledge economy is to be achieved."

- J Satyanarayana

Computer-Aided Administration of Registration Department (CARD)

- First large e-government project in India
- Started as pilot project in August 1996 with computerisation of two Sub Registrar Offices (SROs)
- By 2002, all 387 SROs were computerised.

Activity	Earlier Time	Now Time
Land Registration	Fortnight	Few hours
Certified Copies	Few Days	10 minutes
Encumbrance Certificates	Few Days	5 minutes

Learning from others

- Joint Secretary IT for GoAP in year 2000 (5 months)
- CIO Training by IIM Ahmedabad in 2008 (2 months from April to June 2008)
- Online application processing system for APPSC in 2009
- Determination of Procurement Price of Raw Milk for AP Dairy in 2010
- Aadhaar based Delivery of Essential Commodities at Fair Price Shop in 2011

UPSC Website : Project Sampera (in 2012)

The Commission have recently undertaken a project called "SAMPERA" (Screening and Mechanised Processing of Examination and Recruitment Applications). A simplified single sheet common application form for all the examinations has been devised which will be scanned by using OMR/ICR technology. The implementation of this project will mainly help in

- High speed scanning of data from forms eliminating manual entry.
- Accurate and faster generation of Admit Cards.
- Attendance lists with photo replica and signature facsimile of each candidate.
- Error-free list of doubtful cases.
- Handle increasing volume of applications through mechanised handling so as to reduce the processing time and send communications faster to minimised errors.
- Cases of impersonation/malpractices will also be eliminated and wasteful expenditure will be reduced.



There's no greater challenge and
there is no greater honor than to be
in public service.

— *Condoleezza Rice* —

AZ QUOTES