

Empathy in Civil Service

CAN IT BE LEARNED?

Sympathy Vs Empathy

- PITY , CHARITY
- Externalize the issue
- I feel sorry but.....
- Optional to respond and alleviate

- IN THEIR SHOES
- “If I am in their situation what do I do
- Justice is not an option



Operation Success and Patient Dead

- The travesty of babudo(o)m
- Solved Vs Disposed
- Process, Procedure Vs Final Result



YERUKULAS – PEOPLE WITHOUT NATIVITY



MISSION 100% - ALWAYS

- People Vs Statistics – Rat Race
- Not 90%, Not 99.99%, But 100%
- PDS distribution- No one can go hungry
- Nutrition for pregnant mothers
- Last mile coverage, each point is a person



Right , Entitlement Vs Charity

- Go.Ms 34- Employment as a Right
- Resettlement Colony for PDF- Padmagudem
- Forest Rights Act – Eternal Dilemma
- RIGHTS Vs REALITY- Win-Win possible?
- Bamboo harvesting – Sirsinnapalli
- Grazing, fishing and fuel rights- BIG FISH



Trust is earned – Empathy & Compassion

- English judgment – bhadrachalam, quechua
- Language of the heart- koya
- Understand their culture and way of life – why do you feel the way you feel- Jal, Jungle, Jameen, Jobs
- To do what is in your power – Chinchughat 70 year land issue
- Going that extra mile – Mallapur

Empathy for your staff

- Project Rekhalu- Wings of Change
- Election Welfare Kit – Food Fight
- RIMS, KTPS – Minimum wages, ESI, EPF
- Reasonable Vs Unreasonable demands
- Unions and Associations as bad words
- WORKERS RIGHTS Vs CHARITY



CIVIL SERVICE TALISMAN

- Due Process
- Empathy
- Efficacy
- Efficiency



Gandhiji'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 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? In other words, will it lead to *swaraj* for the hungry and spiritually starving millions?

Then you will find your doubt and your self melting away.

art Gandhiji

DON'T GET
INSTITUTIONALIZED!

ALL THE VERY BEST