

Key to be successful AIS/Central Service officer

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Responsibilities

- Professional
 - Supervisory officer of a section of the office
 - Unit in charge of district, zone, department
 - Staff officer
 - Corporation
- Deputation
 - Set strategic goal for you and be a master of your career
 - Opportunities in specialized units in the Centre, abroad in multinational institutes
- Personal
 - Family including raising of kids , financial (long & short term goals), health (you & spouse) (Have diversity & continuity: Yoga, P.T. Outdoor activities)

Family & Work balance

- Never allow office work pressure to impact family relations
- May appraise family broadly about your official tasks so that they can be a source of strength & support
- Whenever you have free time, spend it with family
- Make conscious efforts to involve family and do as many things as you can together
- Give quality time to spouse and kids
- Never feel dejected, always assure yourself, you are the best
- Learn how to do things which you don't know

Guiding Principles in official matters

- Have detached attachment
- Volunteer for challenging assignments
- Don't say no to any transfer, so that you are free from stress
- Be guarded from all negative forces
- Involve as many stake holders as you can
- Manage the environment well
- Anticipate the situation and be seized with difficult issues
- Remain accessible at all the time

Precautions

- Be cautious as certain persons would try to be around you , but may be working as middlemen
- Remain away from hoteling and liquor without payment
- Say firmly no to costly gifts and unsolicited presents
- Don't demand anything from subordinates /public persons/contractors
- Don't accept anything which you didn't ask
- Be extra guarded from corrupt practices either by yourself or your family members or your assistants including driver/peon/assistant/PA
- Many persons against whom you initiate action /don't satisfy their demands would be looking for an opportunity to take revenge on you

Detached attachment

- मुक्तसङ्गोऽनहंवादी धृत्युत्साहसमन्वितः।
- सिद्ध्यसिद्ध्योर्निविकारः कर्ता सात्त्विक उच्यते॥

भ. गीता अ.18 श्लोक 26

This means: One who does his duty without attachment to the modes of material nature, free from egotism, and with determination and enthusiasm is said to be in the mode of goodness.

As long as you are performing the task given to you, do it with all enthusiasm. If it succeeds , well and good, remain cool about it. But if it doesn't succeed, even then don't feel disappointed.

Volunteer for challenging assignments

- Some assignments are considered as executive and therefore glamorous
- Some are considered as tough , & many prefer to remain away from these
- However, if you volunteer for tough postings, that gives you an opportunity to prove your spirit of adventure and everyone starts recognising you
- न द्वेष्ट्यकुशलं कर्म कुशले नानुषज्जते। भ. गीता (18/10)
- This means, 'The wise neither dislikes inauspicious work nor is attached to auspicious work.'

Remain always prepared to be transferred

- Transfers are generally effected after completing your tenure and invariably at the time of promotion
- But there are many pull and push factors
- There may be someone who is interested in joining at that very place
- Your services may be considered as important at some other place because of your uprightness, dynamism
- May be result of weak political masters who under pressure from vested interests might have effected it
- In your career, transfer makes very little difference and certainly no adverse impact on you & your family. Take it positively.

Be guarded from negative forces

- Immediately after you take over, several middlemen would approach you and develop intimacy.
- Following your up-right actions against vested interests, they would gang up against you and demoralise you to ensure you desist from taking action against them.
- Section of media would also join with these and a vilification campaign may be launched against you. Mostly it would be based on false narrative. Be attentive to negative perception & rebut the same.
- Keep things on record & keep seniors posted from the beginning

Formula for service providing

- Formula for service providing is one of pragmatic pluralism in which the State establishes and enforces the rules, but at the level of operations, it performs as one of many actors, participating in the production and provision of economic and social goods and services.
- Identify the stake holders and be an ambassador to promote the cause through active help of all stake holders. सबका प्रयास results in lasting change.

Manage the environment well

- Environment is a wider term than just air, water and soil
- Includes relations with those who matter to keep you mentally positive
- This is a dynamic situation and these persons/organisations would differ depending upon your daily assignment
- It would include your family members, seniors, juniors, officers from other sections, local politicians, elected representatives, court officers, magistrates, municipal officers, members of NGOs, press, media persons, influence makers such as academicians, writers, specialized groups such as chambers of commerce, trade unions, student union leaders, women activists, environmentalists and many more.
- Consciously make efforts to establish personal rapport with them to have smooth working.

Anticipate the situation

- For every major event/decision, there is a long history behind it.
- Have the habit of calling for earlier notes
- Check the precedents and how earlier officers addressed the same
- Study the problem in all possible ways including legal, economic viability, political, social , psychological and technological interventions
- Check global practices in addressing the issue
- Suggest options for decisions along with reasoning and likely consequences in forthright manner

Accessibility

- People try to reach you by meeting you personally, by telephone, through social media, SMS, email, letters and many more ways
- By remaining accessible, many subsequent problems are nipped in the bud
- After interacting you are free to decide the matter appropriately
- But if you don't listen, that would be considered adversely against you
- When in office, meet juniors/ visitors with open doors or under CCTV coverage to ensure transparency and avoid false accusations

Out of box solutions

- Problems are usually known
- Whether you can consider resolving these through innovative ways including technological solutions such as AI
- Make an effort to implement best practices evolved by officers at other places
- Make maximum efforts to document these innovations
- Be patient in changing practices to reduce resistance

Conclusion

- Monitor the performance of every scheme on weekly basis
- Make necessary amendments without hesitation taking into account various disruptions
- Remain in constant contact with seniors and gain their confidence.
- Keep your motto: “सदैव सतर्क”
- Remain connected with world through reliable international news apps, nationally through News on AIR app, with local developments by reviewing local YouTube channels which would keep you abreast about what to expect and remain prepared to face any contingencies.