

Reliability

What do you mean by reliability when there is God to decide what will happen next. This is true statement from Indian mythological mindset so much that it reflects in all Indian ways, services, expectations, planning etc. etc.

Now let me give some examples; while in India we used to check our emails at cyber cafes in various cities at most reasonable price 20-30 Rs /hour. But how long the connection will be with you know one knows. Of course we do have to pay the money by clock even though the line had dropped four or five times in one hour and we might have worked or reworked only half hour or less but we were asked to pay for full clock hour. They are very polite and quick to help us but the system lacked reliability. Every one will tell you the same story, sir we don't control the telephone department. We never had one place in India where we could check and reply all of our e-mail in one sitting, be it in some one's office, home or the cyber cafe. I wish it was our bad luck only but that was not the case. I wonder how people do their day-to-day things efficiently and I know they can't. They still pay and compromise with bad quality for the lack of choice.

It is true with all the rules and regulations, even in judiciary. The rules may appear to be sound but unforeseen circumstances and push and pull and greasing can change all the results. Why it is so because there is always discretionary power and no robust rules and follows ups at any level. There is so much political and official interference at all levels that no rule is a scared cow. This is in the interest of privileged ones, not for everybody. Recently some NRI had said during Pravasi Divas Samaroh, recent welcoming of NRI in India on Jan 9th 2003 in New Delhi." India would need another Gandhi to get rid of corruption." Jan 9th is special day. In 1922 this day Mahatma Gandhi came back to India from South Africa. V.S. Naupal said, "Gandhi had been a failure in South Africa." That proves the point if you fail once does not mean you will always fail in your next endeavors.

Reliability always has a direct relation with predictability and repeatability but this does not hold good in India. If you look from outside, input is similar but you don't see the unforeseen circumstances, hence result could be very much different. Only one place reliability is there through out India, when it is time to show the welcome to the guest (Atithi). Be it in Tamil Nadu, Orissa, Andhra, Karnataka, Bihar, Uttar Pradesh or any other place, which is not mentioned here. You will be welcomed if you are reliable enough to show up. We had first hand experience many places during our last so many trips.

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