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*CITY PAGE MAILBOX*

## **MY TIMES, MY VOICE**

I wish to record a recent instance which proved to be a pleasant experience while dealing with the state government. It involved a junior employee who showed a lot of commitment and compassion. My father, a retired government pensioner, passed away recently and I had to deal with the pension pay office to arrange family pension to be paid to my mother. When I first visited the office on College Road and looked at the long queue, I was mentally preparing myself for a long haul. I spent some time trying to figure out the concerned department and the procedure involved. A lady employee explained the procedure clearly and gave me the various forms to be filled up. She told me that she would not like to inconvenience my mother but rules required her to come and sign the papers in the presence of a senior officer. She fixed an appointment for my mother to complete the procedure. The employee came to the office to complete the work though she had to go on leave on that day due to a domestic emergency. We were touched when she told us that she did not want to make a senior citizen come again. The lady was modest and declined to give her name when I told her that I would like to record my appreciation for completing the job efficiently. I am bringing this to the attention of readers to at least partially remove the negative impression prevailing about government employees.

**S D Sankaralingam, CHENNAI**

