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I know Ramesh for last about 25 years. First I met him as a counter salesman in the chemist shop. I always found him cheerful. He would greet the customers with a smiling face and would act swiftly to give required medicines and at times even advising them in a friendly manner about the product. He served in this chemist shop for number of years.

One day he left this job and took up another job in my friend's newly opened chemist shop with staggered working hours because he had started milk distribution in the morning. He would wake up early, at about 4 am. Take the delivery of milk bags and would distribute door to door, initially on his bicycle and now on a motor cycle. Now he has employed few assistants, as his business has expanded but still himself does the milk distribution with his assistants. He took loan from the bank for his milk business but repaid the loan in time. He was responsible for settling my friend's chemist shop.

Once again he left this job and started a grocery shop in partnership. He was regularly investing his saving in NSC which incidentally matured around that time and hence was tempted to do this business. However his partner deceived him and he had to close down his grocery shop. His milk distribution business was steadily increasing.

Then he started part time business as 'Sandwich' vendor. After few months he could not continue this business due to heavy rent demanded by shop owner who allowed him to do this business in front of his shop. His business of milk distribution still continued.

Friends, Are you bored? Just hold your breath for a while.

Now follows the chain of exciting problems faced by him. While serving in the first chemist shop, he got married and had a daughter. **His wife expired** within few years when his daughter was still in school. He had no support of his parents as they were staying in their native village. He still managed this show. After a few years, **he remarried.** His wife also helped him in his business. Soon he had a son. He was very happy. Once again God decided to test him. **His son** studying in 4 th standard **suddenly expired** due to unknown fever inspite of all medical help made available. It was a terrible blow for him. In the meantime he lost his elder brother, staying in their native place due to snake bite. Antidote was not available

(as usual) at district medical centre. He shifted his brother to Mumbai and admitted him in KEM. However, it was too late and his brother died.

This was the crucial time in his life. He lost the moral support of his brother and had to undertake the responsibility of brother's family as well. At another end he had to take care of his wife as his young **son had expired** suddenly. Not to forget the tension of his daughter. God once again obliged him with a son. Fortunately, his daughter got along nicely with his second wife. Moreover his daughter was intelligent and pursuing higher education in the field of Architecture. **She became an Architect and took up a good job.** She decided to take the entire responsibility of her small brother and admitted him in junior KG in English Medium School. Last month she got married. **(Ramesh did not invite any of his customers but just sent the message that due to her daughter's marriage he would not be able to supply the milk just for a day.)**

During his difficult times, owners of chemist shops helped him financially even though he had left the job with them. He still enjoys very cordial relationship with both of them.

In spite of all these problems faced by him, he is still cheerful, has a smiling face. He is very shy when he comes for collecting bill. He has no complaint about his fate. He would never talk about his problems. In fact you will never notice or realize his problems in his talk and behaviour.

I always wonder as to what is the secret of Ramesh's cheerful face and untiring energy to exert?

I feel that he has **accepted his fate.** He honestly believes in **doing hard work.** In fact, that is the only thing in his hands. **Complaining about fate cannot solve his problem.** Very fact that the businessmen (chemist shop owners) financially helped him even after he left the job proves that he must have carried out his duties with **utmost sincerity, devotion, involvement and professional integrity.**

We all work for Food, Clothing and Shelter. No doubt that we also work for **self esteem.** However, you will observe that **each one does not work with his heart.** 'Bhagwad Gita' teaches us 3 basic concepts namely **Karma, Vikarma & Akarma.** Karma is what we do. The same karma becomes Vikarma when our mind joins the body to carry out the job.

In other words, body and mind should work together to accomplish a wonderful job. When you form this habit of working with mind and body synchronization, you will not feel the efforts put in which is called Akarma. Not only that but you will enjoy the work. **You can also enjoy the work when you like or love the job and you also love the person for whom the job is done. Ramesh is the true example of this.**

I am sure that you must have heard the word 'Adveit' which denotes that there is no difference between you and other person. Do we see the reflection of this word in our behaviour? The answer is **negative**. We get disturbed when the desired service is delayed or not made available. **Do we think of the other class who works hard to provide the said service?** Just take the example of 'Tea'. It has 4 ingredients namely water, sugar, tea powder and milk. **Can you imagine the chain of activities in procuring each of these items?** At our end we feel that it is easy because we just purchase. **Just think of efforts taken from the bottom up. (Refer note on milk distribution business)** If you are successful in doing this, then **I am sure that you will never grudge or at least think twice before showing your displeasure.**

In difficult times, 'Hope' gives us energy to fight the problem. You will agree that in modern world, words like 'Peace', 'Faith', and 'Love' have lost their glamour as every one is now accustomed to live on 'Hope' that current situation will improve. **Please remember that if your 'Hope' is alive, then you can swim through the rough water. Ramesh probably survived on this Hope. Today his daughter became an Architect, got married, and undertook entire responsibility of her younger brother.**

(Whether her husband would allow this?)???

We must have observed that **happiness and problems follow each other**. How we react to difficulty? No body wants sorrows, problems and difficulties. Some persons of soft nature become tensed even after trying over the bad days. Some brave persons may become soft and pessimist after difficulty is sorted out. We should **accept a problem as a blessing** without asking questions as to why I am suffering. When you get reward in life, do you ask the question as to how I got this high reward disproportionate to my abilities? Please remember that **Optimist finds opportunity in every difficulty and Pessimist finds difficulty in every opportunity**. We should accept the difficulty without blaming any one and then **try**

everything possible at our level and leave the rest to GOD who knows what is best for us.
Ramesh has followed this philosophy.

All of us face difficulties in day to day life. (I need not give a list and increase your agony)
Our patience to overcome these trifle problems is wearing thin. In fact these small problems need not spoil our mood. Shall I make a small suggestion? **You can view this difficulty from positive angle.**

Friends, I am confident that this article would change your outlook towards your life. When ever you get confronted with petty problems, think of this story. If that happens, then I would feel that my efforts are rewarded.

Notes:

1. This in the **true life story of a person** known to me for over 25 years. The name and some details have been deliberately changed to conceal the identity. **I earnestly request the readers to observe such persons in the society to get strength for facing your day to day problems.**
2. **Friends, few words on milk distribution business:** Milk is physically supplied by the Dairy early morning. Vendor has to be present to take the milk delivery. If vendor is not present, the van would leave the stock on the street and vendor would be responsible for the same. **Recently the van left the milk stock ahead of fixed time and Ramesh's entire milk stock was stolen and he could not supply milk.** Surplus milk (due to less off take by customers, customers going out on vacation etc.) has to be either stored for a day or to be used for making some milk products such as curd, shrikhand, basundi, paneer etc. His wife helps him in this activity. The vendor is supposed to deposit Demand Draft daily for tomorrow's supply with Milk Dairy by afternoon. Milk is supplied on credit. Earlier, deposit equivalent to monthly bill was taken. However, with increased competition, the practice of taking deposit was discontinued. Milk actually supplied every day to each customer has to be noted in a register soon after distribution is over. On first of the month, each customer is visited to collect the bill amount. There is no guarantee that all customers will be available and even if available would pay instantly. Hence, repeated visits even at night or on

Sundays would be inevitable for bill collection. Ramesh took loan from the bank to finance the purchases for first month as purchase is on cash basis but sale is on credit. Commission is approx. Rs. One per litre. Friends, you will realize that although milk distribution gets over in just 2-3 hours in the early morning, but popularly known as back office activities need to be carried out extensively as outlined above. There is no weekly off for this business and the same has to be carried out in all seasons round the year.

Friends, I am sure that by now you must have noticed and realized the difficulties of this business and can imagine as to how Ramesh must have carried on this business year after year in spite of so many family problems.

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