

The New Normal and Public Policy Response

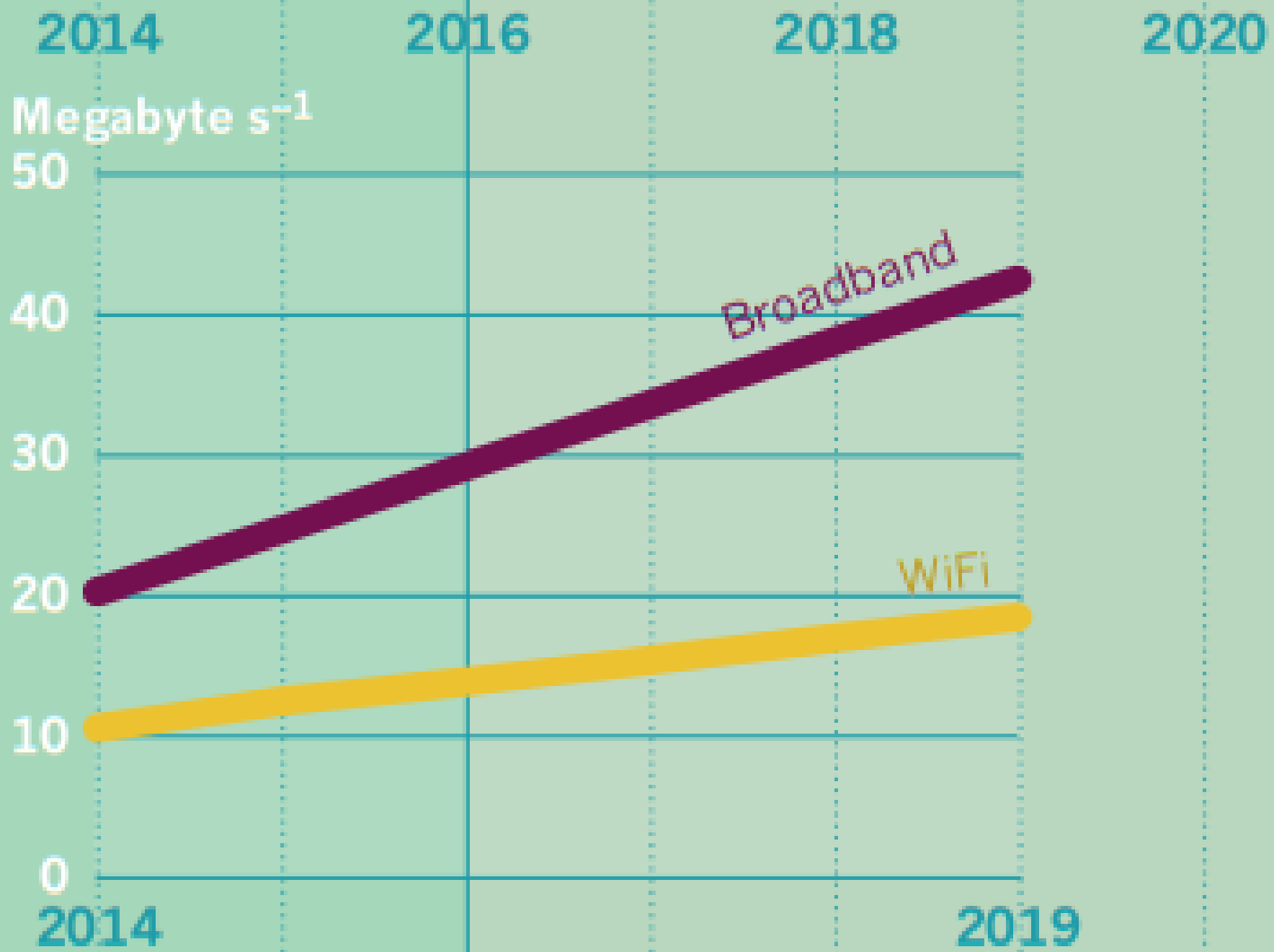


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The New Normal

- Continuously changing Normal
 - Can we go back to old ways
 - whether we would want to go back to old ways
- Changes in Methods of interaction
- Innovations in transactions.
- It is more important to do things right than to succumb to the tyranny of urgency





...contd.

- Peter Drucker had talked about disruption and discontinuity.
- The policies in future would be dealing with knowns and unknowns both.
- The issues are expert modelling, management of public services and the contrasting approaches to governance.
- There could be radical uncertainties too like pandemics or wars.
- There may be different manifestations also irrespective of the pandemic or similar event.

Known unknowns and unknown unknowns

<i>Knowns</i>	<i>Known Knowns</i> <i>Things we are aware of and understand.</i>	<i>Known Unknowns</i> <i>Things we are aware of but don't understand.</i>
	<i>Unknowns</i>	<i>Unknown Knowns</i> <i>Things we understand but are not aware of.</i>
	<i>Knowns</i>	<i>Unknowns</i>



Impact on public policies

- The new normal has exposed us to the vagaries of uncertainties and the need for altering the way the policies are formulated and implemented.
- Radical uncertainty is about “unknown unknowns”. It applies to those situations in which the most sensible response to the question “**what should we do?**” is “**I don’t know**”....



Coping strategy

- Decision be left to those who are in best position to make assessments
- Collaborative decision making
- Induce desired new normal



COVID has shown how to respond

- Option of being Affected negatively or see it as an opportunity
- Cooperative federalism gained traction during COVID
- Greater level of Stakeholder engagement
- Government exploring options to respond to demand for flexible laws from businesses
- Augmentation of health and educational services
- Lack of information about labour led to huge problems as we all know.



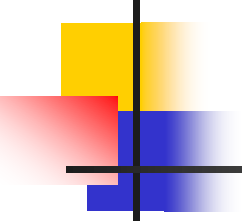
Facing unknowns

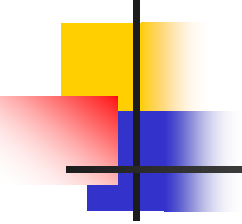
- May have to consider the range of possible solutions in the absence of clear administrative answers.
- Paul Collier suggests through learning from others, while investing in finding out new information.
- Assigning responsibilities to the multiplicity of most suited entities
- Build the capacity to withstand shocks.



Critical interventions

- So there are two things which any government would necessarily need to do-
 - Developing the resilience in policy making (learning, adaptability, agility, self-organization, equilibrium, and thresholds)
 - Restructuring of the architecture of policy process with active engagement of all the stakeholders and great deal of decentralized decision making

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- We don't know what the future holds, but we still need to make far reaching decisions.



Thank you