

CONCEPT AND RATIONALE OF SEVOTTAM

SEVOTTAM

□ The word “Sevottam” is a combination of Seva(service) and uttam(excellent), implying excellence in delivery of services.

RATIONALE FOR SEVOTTAM

- ☐ Delays in the delivery of services and heightened perception about corruption.
- ☐ Disconnect between the beneficiaries, stakeholders and service providers.
- ☐ Disenchantment with the existing procedures.

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- ❑ Rising expectations of citizens and increasing public awareness.
- ❑ Lack of satisfactory mechanism for redressal of public grievances.
- ❑ Hence need for a paradigm shift in governance.

CONSTITUENTS OF SEVOTTAM

1. Citizen Charter and Grievance Redressal Mechanism (GRM) are integral parts of Sevottam.
2. Citizen Charter gives details of citizen centric services and their standards (timelines).
3. Grievance Redress Mechanism (GRM) provides for time bound disposal of grievances.

Citizen Charter

- ❑ Citizen charter is the declaration of the intention and commitment of the Department for providing effective and efficient services.

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❑ A Citizen Charter should have the

following:

I. Vision

II. Mission

III. Citizen-centric services & their
standards

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IV. List of Stakeholders/service recipients and other stakeholders.

V. List of Subordinate/field offices

VI. Indicative expectations from service recipients

VII. Periodicity of review of Charter

STEPS FOR DESIGNING CITIZEN CHARTER

Step 1: Collect information on service standards achieved / can be achieved by the Department and the field offices.

Step2: Consult Service recipients, stakeholders and employees to finalise the service standards.

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Step 3: Prepare a draft Charter;
circulate it amongst
employees and stakeholders
for final round of feedback.

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Step 4: Get the Charter approved from the competent authority and upload it on the website of the Department.

NATURE AND GENESIS OF PUBLIC GRIEVANCES

1. A grievance is an expression of resentment against specific acts of omission/commission, violation of timelines or commitment laid out in rules, policy guidelines of the Department requiring corrective action.

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- a. It may due to archaic rules, regulations and procedures.
- b. Slackness in administration.
- c. Inherent inertia and lack of accountability.
- d. Reluctance to review the decisions taken by subordinates.
- e. Internal inefficiency and failure to identify simple systemic solutions.

EXISTING REDRESS MECHANISM

- Not in place in many departments as grievance redressal is not taken as a priority.
- Complaints are marked down to various hierarchical levels with no follow-up.
- Not dealt with a sense of urgency.

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- Grievances are not seen as faultiness in the system, but are generally construed as challenge to authority.
- The result is delay, disconnect and disenchantment.
- Public should not view officials as adversaries but as facilitators.

DESIGNING GRIEVANCE REDRESS MECHANISM (GRM)

An effective grievance redress mechanism is necessary for an accountable, responsive and citizen friendly administration.

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❑ Need to move from individual grievance redress to systemic redress.

❑ Grievance Redress Mechanism
essentially provides for ***receiving,
recording, investigating, analysis and
prevention of grievances.***

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- ❑ Identifying areas susceptible to corruption/ grievance generation.
- ❑ Fixing Responsibility in each case of delay, default or dereliction in performance.

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□ This exercise involves the following:

- ❖ Notifying centers for receipt of grievances
- ❖ Listing names, addresses, telephone numbers and other contact details of the public grievance officers at Head office and at Subordinate offices.
- ❖ Communications to the complainant on receipt regarding receipt and expected time for redressal.

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- ❖ Time norms for redress and level of responsibility for redress.
- ❖ Analysis of grievances in terms of critical, major or minor.

IMPLEMENTATION OF CITIZEN CHARTER AND GRM

Steps for Implementation of Citizen Charter

Step 1 :Circulating the Charter to the head office and district/field offices.

Step 2: Communication should be sent to the staff at all levels explaining the objectives, time lines for services and the modalities for implementing the charter.

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Step 3: Copies of the Charter should be available for reference to the service recipients at reception desk of the head office and district/field offices.

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Step 4: Displaying critical services in the Citizen Charter together with timelines should be displayed at the reception desk of the head office and the district/field offices.

IMPLEMENTATION OF GRIEVANCE REDRESSAL MECHANISM (GRM)

Step 1: Nominating nodal officers for grievance redressal in all offices

Step 2: Designating a senior officer as Director of Grievances at the Head office to oversee the redressal by the nodal officers.

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Step 3 :Displaying the names of Nodal Officers for Grievance Redressal Mechanism and Grievance receipt centres at the head office and subordinate/district/field offices.

Step 4 : Conducting systemic analysis by retrieving data on all grievances received during the month or quarter and subsequent redress provided to the complainant and identifying the root cause behind each grievance.

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Step 5: Identifying the most frequent types of grievances and the frequent causes behind the grievances.

Step 6: Identifying remedial measures to prevent the root causes from recurring.

Benefits of Sevottam compliance

- Improves interface with the service recipients.
- Creates a sense of participation amongst the employees.
- Helps in identifying and analysing the grievance prone area can result in better governance.

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- Employees assume responsibility for time bound delivery of services as per standards.
- Institutionalization of the Citizen Charter and Grievance Redress Mechanism get internalized in the departments for efficient delivery of services.