

WORKSHOPS ON SEVOTTAM

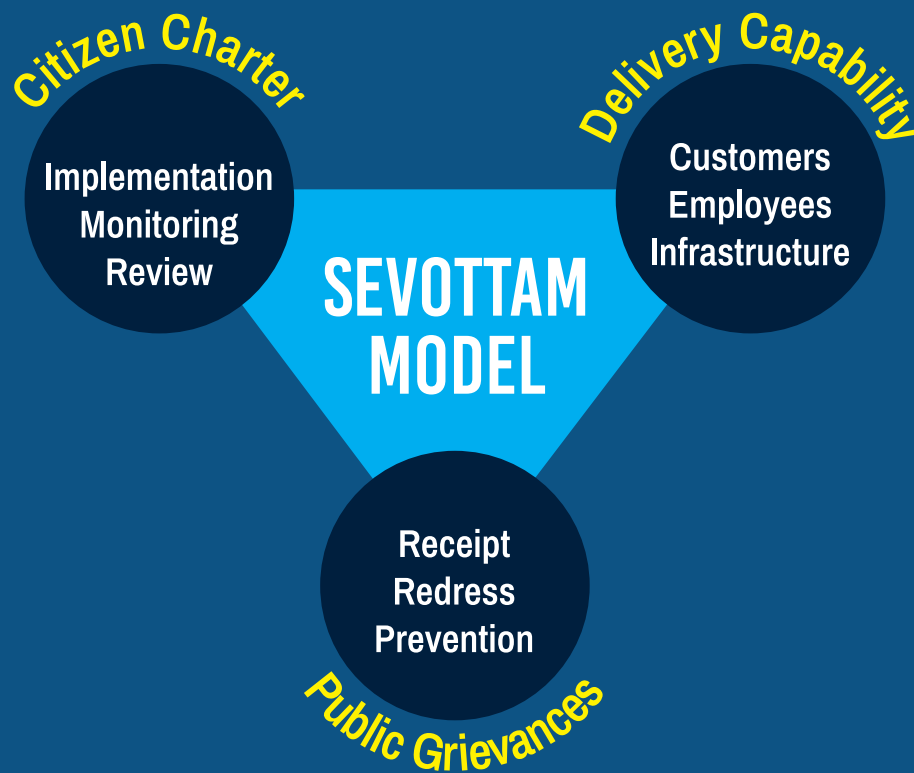
For achieving excellence in public service delivery



Department of Administrative Reforms and Public Grievances

Ministry of Personnel, Public Grievances and Pensions

Government of India, New Delhi-1100 01



CENTRE FOR GOOD GOVERNANCE

HCM RAJASTHAN STATE INSTITUTE OF PUBLIC ADMINISTRATION

J.L.N. Marg, JAIPUR-302 017 (Rajasthan)

ABOUT THE DEPARTMENT

The Harish Chandra Mathur Rajasthan State Institute of Public Administration (HCM RIPA) was established as the Rajasthan Administrative Service Officers' Training School on 14th November 1957 at Jodhpur. It was known as "The Rajasthan Administrative Service Officers' Training School" since the trainings were imparted only to the probationers of the Rajasthan Administrative Service.

The Officers ' Training School (OTS) was rechristened as "Harish Chandra Mathur State Institute of Public Administration" (HCM SIPA) after the name of Shri Harish Chandra Mathur (22 June 1904 - 12 June 1968) who was a distinguished Administrator and a Parliamentarian from the Rajasthan State.

In the year 1981, most part of the Institute got washed away in the massive floods. The destructions of the floods swallowed almost half of the Patel Bhawan building. With the financial aid of the Government of Rajasthan, the Patel Bhawan building was again re-built, along with the new block, "Nehru Bhawan". It is the Administrative Block of the Institute where the Director and other officers sit.

The Government of Rajasthan later prefixed "Rajasthan " before the word "State "in the name of the Institute in April 1983. Thus, HCM SIPA started being recognized as HCM RIPA (Harish Chandra Mathur Rajasthan State Institute of Public Administration). Today, the Institute has emerged as a centre of excellence where expertise and talent come together.

In the pursuit of saving energy and to keep the campus green, the Institute has installed solar panels and mirrors to harness the solar energy.

The Institute is spread over nearly 50 acres of land with lush green campus. It is located in the heart of the Jaipur City on the Jawahar Lal Nehru Marg that links the Jaipur Airport with the City Centre, with a perfect picture of serenity of the Jhalana forest, the Leopard sanctuary, surrounding the east side and on the north the Smriti Van (Forest). In the backdrop of the Institute looms the Aravalli Hills. These make the Institute an ideal place for pursuit excellence. We enjoy clear blue sky with the cooling hills surrounding the Institute.

GOVERNANCE

HCM RIPA is under the direct administrative control of the Government of Rajasthan. It is headed by the Director General, who is from the Indian Administrative service. He is also ex- officio Secretary to Government (Training), Government of Rajasthan.

OUR VISION

We seek to empower public servants to act as catalyst for holistic and equity-based transformation of the state and enhance their core competencies in good governance for public service by providing quality training and learning.

OUR MISSION

We seek to create an institutional framework for optimum productivity of public servants in organizations in teams and as individuals in their current and future roles.



Centre for Good Governance
HCM Rajasthan State Institute of Public Administration,
Jaipur-302017

One Day Workshop on Sevottam
Bio-Data cum Joining Report

1. Full Name (In Capital) : (Mr./Ms.)
2. Designation (In full) :
3. Department (In Full) :
4. Date & Time of Joining the Workshop :
5. E mail ID :
6. Address: (a) Office :
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(b)Residence: :
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7. Number of Completed years of service :
8. Academic Qualifications :
9. Any other Area of Interest :
10. Mobile Number :

Signature

Place:

Dated:

BACKGROUND AND PURPOSE

2nd Administrative Reforms commission in its 12th report entitled “Citizen Centric Administration the Heart of Governance” has recommended for making government organisations transparent accountable and citizen friendly. To achieve this objective the “seven steps model for citizen centricity” has been documented by the department of Administrative Reforms and Public Grievances (DARPG), Government of India as “Sevottam” framework meaning “Uttam-Sewa” or Service Delivery Excellence. Sevottam is a continuing journey to revamp and refurbish our public service delivery mechanism to a level of excellence desired by the citizens. It incorporates e-Governance solutions capability building of public servants and partnership with social groups to achieve transparency and accountability. With this object in mind, DARPG as designed the Sevottam framework as an assessment tool of the public service delivery. Accordingly, it has established Sevottam cells in Administrative Training Institutes of most of the states including Rajasthan. The Proposed Sevottam framework is a commitment to raise the standard of public service, enhance the customer's satisfaction, provide effective and efficient services besides bringing a continuous improvement in its services and delivery process. This model basically has three modules Citizen's Charter, Public Grievance redress Mechanism and Service Delivery Capability.

CITIZEN'S CHARTER

Citizen's Charter is a written declaration by a government that highlights the standard of service delivery that it subscribes to, availability of choice for consumers, avenues for grievance redressal and other related information. In brief, it is a set of commitments made by a department regarding the standard of services provided by it. Thus, Citizen's Charter is intended to empower the citizens by enabling them to demand committed standards of services and avail remedies in case of non-compliance by the service provider organisation/department. The basic thrust of the charter is to make the public services “Citizen Centric” i.e. demand driven rather than supply driven.

PUBLIC GRIEVANCES

Grievance has been defined as an indignation or resentment arising out of a feeling of being wronged. It is an expression of dissatisfaction made to an organisation related to its services. It includes complaints by the service recipients against the non-delivery of the services in a standardised manner. It is a protest against the denial of the due. Many a times it results in to contempt against the service provider and sometimes leads to the social unrest as well.

GRIEVANCE REDRESSAL MECHANISM

Grievance Redressal Mechanism is a process set up by the organization to receive, record, investigate, redress, analyse, prevent or take any appropriate action in respect of grievances lodged against them.

CAPABILITY BUILDING

Capability building is the process of training and equipping the individuals with the knowledge, skill and preparedness that enables them to perform effectively and promptly. The goal of capacity building is to enhance the ability to evaluate and address the crucial needs and aspirations of the public in an efficient manner. It is a long term, continuing process in which all the functionaries of the service providing department/organizations, stakeholders and NGOS participate to make the process of service delivery transparent, people friendly and effective.

The Objectives of the Sevottam Cell are:

- To build the capacity in behavioral skills and attitudinal change of the trainees of the selected Departments at cutting edge level;
- To sensitize trainees/officers regarding Citizen's Charter and the related ingredients of Sevottam;
- To help the trainees in framing of Citizen's Charter in Consultation with the stakeholders and devising Grievances Redress Mechanism in these Departments;
- To help the Departments by imparting training to the participants to achieve Sevottam Certification BIS IS: 15700 with the prescribed protocols; and
- To identify key problem areas and to give suggestions for the prevention of the grievance.



The framework enables implementing organizations to undertake a systematic, credible and authenticated self-assessment (or 'gap analysis') for citizen-centric service delivery. Using this analysis, practical solutions are gradually and systematically incorporated into the organization's day-to-day routine thereby ensuring sustainable results.

There are four broad ways in which the Sevottam model can be used:

- As a self - assessment tool by organizations already motivated to improve service delivery
- As a requirement standard
- As a benchmark assessment process to be established
- As a rating model to recognize and reward organizations that are doing commendable work in service delivery

SEVEN STEPS IN SEVOTTAM

Seven Steps to Citizen's Charter are -

1. Define all services which a department provides and identify clients;
2. Set standards and norms for each service;
3. Develop capability to meet the set standards;

4. Perform to achieve the standards;
5. Monitor performance against the set standards;
6. Evaluate the impact through an independent mechanism and
7. Continuous improvement based on monitoring and evaluation results.

Seven Steps to Grievance Redress System are-

1. Well established system of receipt of grievances;
2. Convenient for all users and its wide publicity;
3. Timely acknowledgement;
4. Time norm for redress;
5. Communication of action taken on redress;
6. Platform for appeal ;and
7. Analysis of grievance prone areas for making systemic improvements.

Seven Steps to Capability Building are:-

1. To inculcate the understanding and fair knowledge about citizen's charter,
2. To acquaint with the expectations of the clients,
3. To develop needed skills to use latest technology and initiatives,
4. To ensure needed motivation and training to serve the public cause,
5. To develop the system of monitoring and evaluation of the public grievances,
6. To develop the skill to ensure an effective and well-knit grievance redress mechanism,
7. To evolve the temperament for transparent and people friendly administration.

CHALLENGES UNDER SEVOTTAM

The first and foremost is key challenge to design an effective citizens' charter, one that is easy to implement as well as is able to meet the aspiration of our stakeholders. This is the key question that any organization delivering services needs to answer. How do we balance the stakeholders' expectations with the available resources to deliver?

The key challenge for us is to provide a robust grievance redress system. The system needs to generate accountability as well as to be transparent.

A customer is the most important visitor on our premises. He is not an interruption in our work. He is the purpose of it. He is not an intruder in our business; he is a part of it. We are not doing him a favour by serving him. He is doing us a favour by giving us an opportunity to do so.

--Mahatma Gandhi

CENTRE FOR GOOD GOVERNANCE

The Centre for Good Governance (CGG) was established and registered as a society on 31 March 2005 in the Institute with a view to co-ordinate and support the designing and implementation of the State Government's "Governance Reforms Programme". It undertakes action-research programmes, provides professional advice, and conducts change management programmes for the Government Departments and other concerned agencies. This way, it also caters to the needs of policy makers, civil servants, and representatives from industries, academics, research institutes and non-governmental organisations for implementing the reform initiatives in the state.

सेन्टर फॉर गुड गवर्नेन्स
CENTRE FOR GOOD GOVERNANCE
हरिश्चन्द्र माथुर राजस्थान राज्य लोक प्रशासन संस्थान
HCM RAJASTHAN STATE INSTITUTE OF PUBLIC ADMINISTRATION
जवाहर लाल नेहरू मार्ग, जयपुर-302017 (राजस्थान)

सर्वोत्तम प्रशिक्षण कार्यक्रम
दिनांक.....

प्रश्नवाली

नाम	
पद नाम	
विभाग का नाम पता	
फोन	
ई-मेल	

1. आपके विभाग में शिकायतों के निवारण के लिए निम्न में से क्या संस्थागत व्यवस्था है?

(i) वेबसाइट पर समर्पित पृष्ठ

.....

(ii) कार्यालय में समर्पित कॉल व्यवस्था

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(iii) शिकायतों की निगरानी के लिए शीर्ष स्तर पर गठित अनुभाग

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(iv) शिकायतों को सम्बोधित करने के लिए निर्धारित समय रेखा।

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2. क्या विभाग ने अनुमोदित नागरिक चार्टर/लोक सेवा गारन्टी अधिनियम के तहत कोई रूप रेखा प्रकाशित की है।

(हाँ)

(नहीं)

3. क्या विभाग ने शिकायत निवारण के लिए उपर्युक्त प्रचार प्रसार किया है?

(हाँ)

(नहीं)

4. क्या विभाग ने शिकायत के लिए एक नोडल अधिकारी नियुक्त किया है?

(हाँ)

(नहीं)

5. आपके विभाग की किन सेवाओं को ग्राहक सेवा संतुष्टि के तहत करने का निर्णय लिया है?

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6. आपके द्वारा प्रदान की जाने वाली सेवाओं और उनके मानकों को आप प्राप्त शिकायतों की अपेक्षाओं के अनुसार निर्धारण कैसे करते हैं?

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7. क्या आपके विभाग के कर्मचारी दी जाने वाली सेवाओं से परिचित हैं?

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8. आप प्राप्त शिकायतों की समीक्षा कैसे करते हैं?

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9. क्या आप जन सुनवाई, लोक अदालत और अन्य मंचों का उपयोग विभाग में प्राप्त शिकायतों के निवारण के लिए करते हैं?

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10. आप अपने क्षेत्र में प्राप्त शिकायतों के निवारण के लिए क्या अतिरिक्त उपाय करते हैं?

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11. कृपया अपने विभाग से संबंधित प्राप्त शिकायतों के निवारण के लिए अपने सुझाव प्रस्तुत करें।

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12. क्या प्रशिक्षण आपके लिए उपयोगी रहा है? यदि हाँ तो किस हद तक? उल्लेख करें।

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(हस्ताक्षर प्रशिक्षणार्थी)

**TOWARDS
A CITIZEN**



**FRIENDLY
GOVERNMENT**

**Department of Administrative Reforms
& Public Grievances
Ministry of Personnel, Public
Grievances and Pensions
Government of India**

5th Floor, Sardar Patel Bhawan
Parliament Street, New Delhi - 110 001
Phone: (011) 23360208
Fax: 011-23360352
Email: jaya.dubey@nic.dot.in

**CENTRE FOR GOOD GOVERNANCE
HCM Rajasthan State Institute of
Public Administration**

Jawaharlal Nehru Marg,
JAIPUR - 302 017
(Rajasthan)
Telephone No.: 0141-2706556
Fax: 0141-2705420
visit us : www.hcmripa.gov.in