

Sevottam Model

OF SERVICE DELIVERY TO THE CITIZENS

DARPG, GOI

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Improving G2C service delivery Mechanism

The need and Challenges:

- Complex procedures and inefficiencies
- Lack of accountability and transparency
- Citizen dissatisfaction

Mechanism

Three Modules:

- **Citizen Charter:** Establishes service standards.
- **Grievance Redressal Mechanism:** Addresses complaints efficiently.
- **Service Delivery Capacity:** Builds systems to maintain standards.

Citizen Charter

It defines the standards for services.

Requirement:

- Clear list of services provided
- Defined quality and timelines
- Citizen rights and obligations

To make G2C services accountable and transparent.

Grievance Redressal Mechanism

It provides citizens a platform to report issues and complaints.

It must have

- A Quick complaint registration
- A Defined resolution timelines
- A Feedback mechanism

It ensures enhancing trust in public service providers.

Service Delivery Capacity

To ensure departments can meet the standards promised.

What must be facilitated are:

- Training and capacity building
- Adequate resource allocation
- Infrastructure for efficient service

It ensures Continuous improvement in service quality.



Implementing step by step

- **Preparation:** Setting up charters and processes.
- **Execution:** Implementing service standards and redressal mechanisms.
- **Monitoring & Feedback:** Ongoing review and citizen feedback.
- **Continuous Improvement:** Regular updates to meet evolving needs.

Challenges:

- Resistance to change
- Resource constraints
- Ensuring consistency across regions

Solutions:

- Leadership commitment
 - Training and awareness programs
 - Use of technology for transparency
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Impact of the Sevottam Model

- Improved citizen satisfaction
- Greater transparency and accountability
- Benchmarking for quality in public service delivery

Sewasetu

Vasundhara

Saarathi

Vaahan

Thank you.

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