

# H.P. Institute of Public Administration Fairlawns, Shimla-12



## LEARNING "SEVOTTAM"

- 'SEVOTTAM' means "UTTAM + SEVA" → 'Excellence in Public Service Delivery'.
- 'SEVOTTAM' is a framework which seeks to achieve excellence in public service delivery.
- 'Sevottam' has three modules i.e. **Citizens' Charter**, **Grievance Redress Mechanism** and **Capability Building**.
- Each module has three criteria and eleven elements, in all there are nine criteria and thirty three elements.
- 'Sevottam compliant Citizen Charter' is certifiable by *Bureau of Indian Standard* under service quality standard *IS: 15700:2005*.
- **Nodal Officer/ Sub Nodal Officer** are required to be designated by each Service Department to formulate/ implement draft Citizen Charter and bring change in mindset from Administrator to Service Providers.
- Departments should constitute a **Task Force** for implementation of Citizens Charter in consultation with representatives of Stakeholders/NGOs and Citizens' Action Groups.
- Departments are also required to constitute a **Core Group** to scrutinize and finalize draft Citizen Charter for approval of the Government.
- Service Department should publish and launch Citizen Charter and give it a wide publicity.
- Citizen Charter should also be posted in public domain/ website.
- Citizen Charter should be implemented/ monitored and reviewed periodically by a committee.
- After review the departments have the option to modify or change citizen charter making it responsive and citizens friendly.
- To achieve excellence in public service delivery coordination and participation of staff at the cutting edge level is of immense importance.
- Keep provision for audit and third party evaluation of performance of the Citizen Charter.
- A tool should be developed by the Departments to measure customer/ citizens' satisfaction level.
- Departments must conduct Gap analysis of service delivery on continuous basis.
- Departments must conduct 'As Is study'/ Baseline study of services/ standards for further improvement.
- Department shall achieve excellence by self assessment of service standards.
- Department must evolve a plan for IEC activities and prepare service quality manual.
- For staff motivation department must plan for incentive/ skill development programs and make use of technology for efficient service delivery.
- Departments must take leaf from the recommendations in 12<sup>th</sup> report of 2<sup>nd</sup> Administrative Reforms Commission on Citizen Centric Administration and make administration citizen friendly.
- DARPG developed 'Sevottam' model as a tool of Good Governance.
- S-M-A-R-T governance is call of the day.
- Governance is a process by which decision are taken / not taken.
- Citizens deserve time bound quality services and value for money.
- Citizens have become literate hence demand for quality services.
- Citizens are fed up with practice of red tape in offices as such insist for time bound services.
- Citizens are unhappy due to rampant corruption in government offices hence call for transparency.
- Citizens are dejected by the insensitivity of service providers; therefore, accountability must be specified.
- Citizens feel crestfallen due to complicated procedural jargon hence need for simplification.
- All Citizens are taxpayers and deserve excellent service.
- Technology is big game changers use it to achieve excellence in public service delivery.
- Service departments must clearly spell out the expectations from citizens to facilitate services.
- Process re-engineering is simplifying the processes in service delivery backed by technology and legal changes.
- *Excellent Service with Courtesy* should be the motto of service providers.