



SNAPSHOTS

and

MEDIA COVERAGE

“SEVOTTAM”

Training-cum-Workshops (State)

HP Institute of Public Administration

SEVOTTAM PROJECT APPROVED BY DARPG, GOVT. OF INDIA FOR HIPA IN MAY, 2013





**Training-cum-Workshop
on
Sevottam**

25-11-2013 to 27-11-2013

Sevottam training-cum-workshop at HIPA from 25th to 27th November, 2013.



Mr. Anupam Kashyap, Additional Director, HIPA along with HIPA Faculty deliberating with the participants flagged the need for change in attitude and mind-set of public servants for public service delivery.



Deliberations with Trainees in Sevottam Workshop on 25-11-2013 at HIPA



PARTICIPANTS INVOLVED IN GROUP DISCUSSION

“How to improve public service delivery at organizational level”



PARTICIPANTS IN GROUPS DELIBERATING on “Citizen Centric Administration” on 26-11-2013



Participants in Sevottam Training at HIPA



Government of Himachal Pradesh
Institute of Public Administration Fairlawns, Shimla -171012
Training -Cum - Workshop on "SEVOTTAM"
(Sponsored By :DARPG, GoI.) New Delhi Form 25th to 27th.November, 2013



*Sitting on Chairs
(L to R)*

*-- Dr. Tejsvi Vijay Azad, Dr. H. S. Sekhon, Sh. Ashok Kumar (I.P.S), Sh. Anupam Kashyap, HAS, Addl. Director -HIPA,
Sh. H.K. Sharma Consultant, (Sevottam)-HIPA, Dr. Rajeev Mehta, Sh. Vivek Chauhan.*

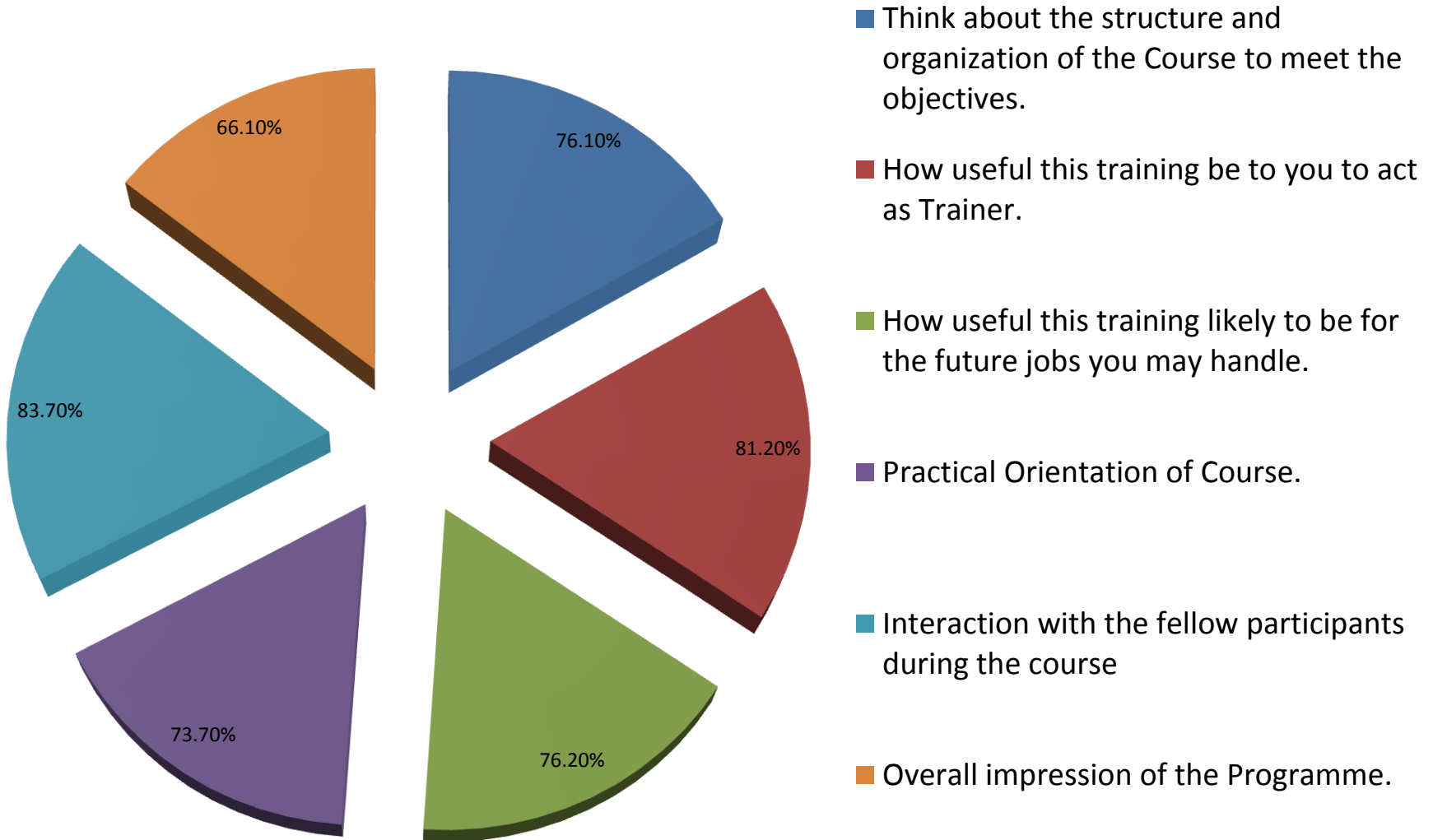
*Standing 1st. Row
(L to R)*

*--Sh. Chuni Lal Kashyap, Dr. Dinesh Kumar, Sh. Joginder Verma, Ms. Deepti Kapoor, Ms. Neelam Dulta, Smt. Manjusha Pathania,
Smt. Tripta Sharma, Dr. Kamlesh Sharma.*

*Standing 2nd. Row
(L to R)*

*-- Sh. R.C. Gupta, Dr. Hari Chauhan, Sh. Vishal Jaswal, Sh. D.V. Sharma, Sh. Vipin Gupta, Sh. Younus Ansari, Sh. Rohit Chauhan,
Sh. Hitesh Sharma.*

Course Evaluation





Training-cum-Workshop
on
Sevottam at HIPA

09-04-2014 to 11-04-2014

Participants in Sevottam Training at HIPA

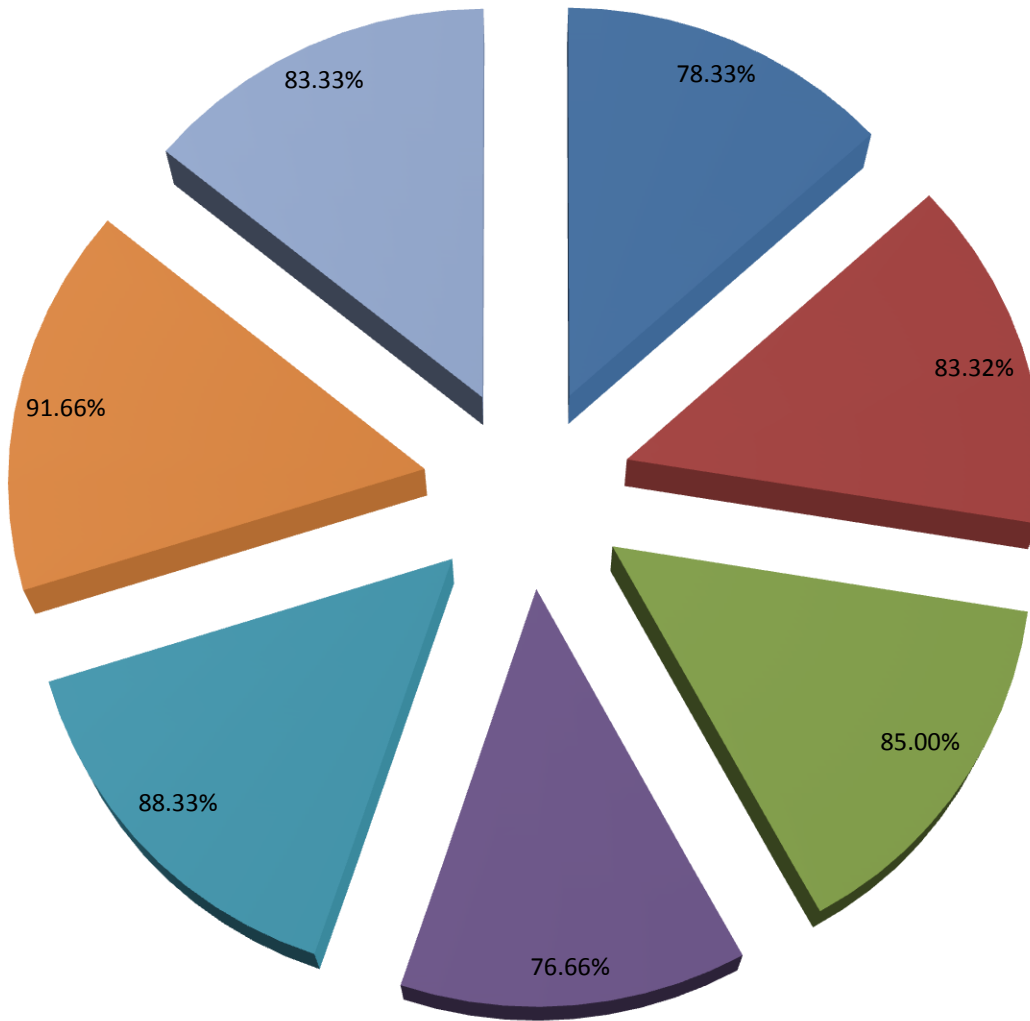


Government of Himachal Pradesh
Institute of Public Administration Fairlawns, Shimla -171012
Training-Com-Workshop on "SEVOITAM" Under Sevottam Project by DARPG, Govt. of India
w.e.f. 09.04.2014 to 11.04.2014



- Sitting on Chairs (L to R) :- Dr. Anjna Raina, Sh. Praveer Thakur, Sh. H.K. Sharma, Course Director, Dr. D.K. Gupta Resource Person, Sh. Y.P. Gupta, Sh. Satish Sharma, Dy. Director (SIRD) HIPA, Dr. B.B. Gupta.*
- Standing 1st Row (L to R) :- Dr. D.P. Singh, Dr. Ritu Shitak, Dr. Uvi Tyagi Barwal, Dr. Reecha Kanwar, Dr. Anjna Justa, Er. Rajesh Chandra, Dr. Rajeev Mehta.*
- Standing 2nd Row (L to R) :- Sh. Sandeep Sharma, Sh. Sanjeev Sharma, Dr. Ravi Kant Chauhan, Sh. Yogesh Dutt Joshi, Sh. Raman Sharma, Sh. Vijay Kumar Gupta.*

Course Evaluation



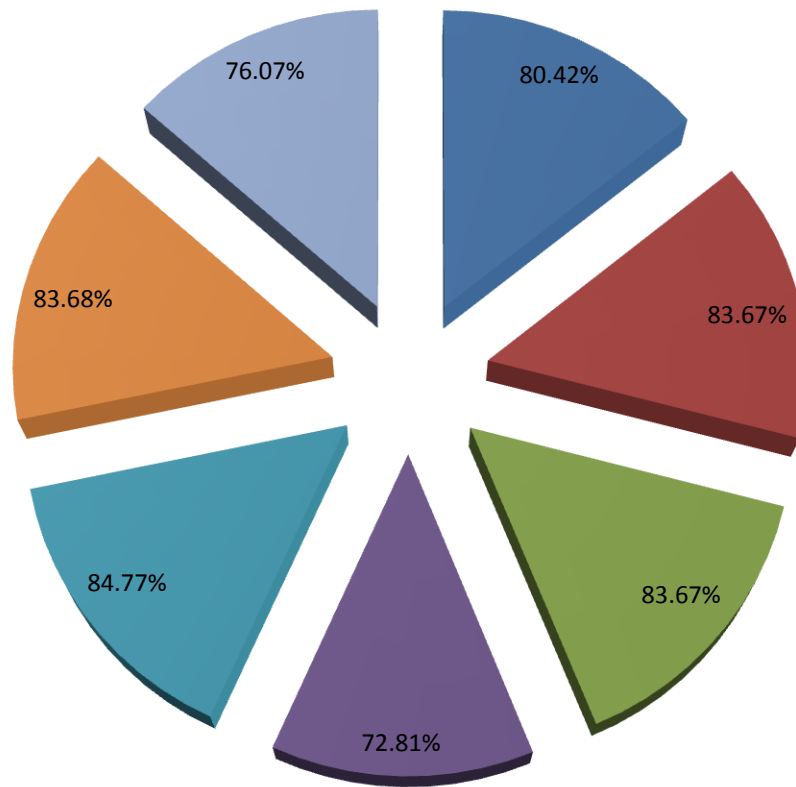
- Think about the structure and organization of the Course to meet the objectives.
- How useful this training be to you to act as Trainer.
- How useful this training likely to be for the future jobs you may handle.
- Practical Orientation of Course.
- Interaction with the fellow participants during the course.
- Course material supplied relevant and related to the course contents.
- Overall impression of the Programme.



Training-cum-Workshop
on
Sevottam at HIPA

22-05-2014 to 24-05-2014

Course Evaluation



- Think about the structure and organization of the Course to meet the objectives.
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- Interaction with the fellow participants during the course.
- Course material supplied relevant and related to the course contents.
- Overall impression of the Programme.

Participants in Sevottam Training at HIPA



Government of Himachal Pradesh
Institute of Public Administration Fairlawns, Shimla -171012
Training-Cum-Workshop on "SEVOTTAM" Project Approved by DARPG, Govt. of India, New Delhi
w.e.f. 22.05.2014 to 24.05.2014



*Sitting on Chairs
(L to R)*

*:-Dr. Saroj Chauhan, Jaswal, Dr. K.K. Handa, Faculty -HIPA, Sh. Manoj Tomar, HAS, Addl. Director-HIPA,
Dr. D.K. Gupta, Resource Person, Sh. H.K. Sharma, Course Director, Dr. Kamlesh Sharma, Dr. Rajender Thakur.*

*Standing 1st Row
(L to R)*

*:-Sh. Lokesh Lohia, Sh. Sudhir Mohan Katiha, Ms. Sunila, Ms. K.D. Negi, Dr. Meenakshi Mahajan,
Dr. J.S. Pathania, Sh. Ravinder Singh Banyal, Sh. Deepak Raj Kaushal, Dr. K.R. Mogta, Er. Rajneesh.*

*Standing 2nd Row
(L to R)*

*:-Sh. Kamal Dev Sharma, Sh. Kalyan Singh Shaqtan, Sh. K.S. Thakur, Dr. Ravi Kant Chauhan, Sh. Rakesh Kumar,
Sh. Tapesh Chauhan, Dr. Sunil Kumar, Dr. Atal Sood, Sh. Sanjeev Justa, Sh. Ajay Kumar, Sh. Prem Verma.*



Training-cum-Workshop
on
Sevottam at HIPA

11-08-2014 to 13-08-2014

Participants in Sevottam Training at HIPA

Government of Himachal Pradesh

Institute of Public Administration Fairlawns, Shimla -171012

Training -Cum-Workshop on "SEVOTTAM" Under Sevottam Project by DARPG, Govt. of India

w.e.f. 11.08.2014 to 13.08.2014



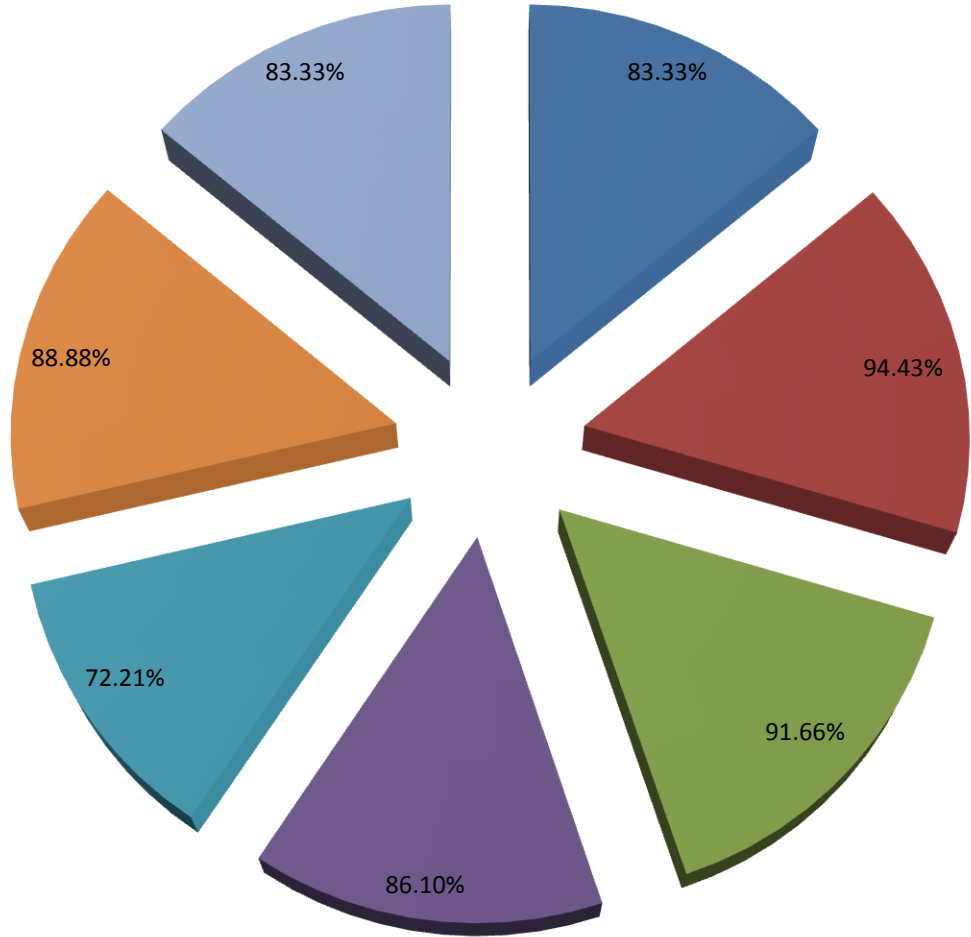
*Sitting on Chairs
(L to R)*

*:- Dr. P.C. Saklani, Sh. K.T. Bodhi, JC (F&A), Sh.D.R.Negi JC (F&A), Sh.H.K. Sharma, (Course Director),
Dr.Rakesh Sharma (Faculty-HIPA), Dr.Dharmila Chauhan, Miss.Sarita Chauhan.*

*Standing 1st Row
(L to R)*

*:- Sh.Akyl Kumar, Sh.Suresh Kumar, Sh.Anil Sangrai, Sh.Suneel Kumar, Dr.Jameer Khan Chandel, Sh. Ram Kumar Thakur,
Er.Rajiv Kumar, Er.Rumel Singh, Dr. Neeraj Mohan, Sh.Naresh Thakur.*

Course Evaluation



■ Think about the structure and organization of the Course to meet the objectives.

■ How useful this training be to you to act as Trainer.

■ How useful this training likely to be for the future jobs you may handle.

■ Practical Orientation of Course.

■ Interaction with the fellow participants during the course.

■ Course material supplied relevant and related to the course contents.

■ Overall impression of the Programme.



Training-cum-Workshop
on
Sevottam at HIPA

25-08-2014 to 27-08-2014

Participants in Sevottam Training at HIPA



Government of Himachal Pradesh
Institute of Public Administration Fairlawns, Shimla -171012
Training -Cum-Workshop on "SEVOTTAM" Under Sevottam Project by DARPG, Govt. of India
w.e.f. 25.08.214 to 27.08.2014



Sitting on Chairs
(L to R)

--Sh. Arvind Pathania, Sh. D. R. Negi JC. (F&A), Sh. H.K. Sharma, (Course Director), Sh. Vikas Bhushan Lalit, JC. (F&A), Dr. Rakesh Sharma, (Faculty),
Sh. Rajeev Bansal, (RO-F&A), Ms. Anjori Kapoor.

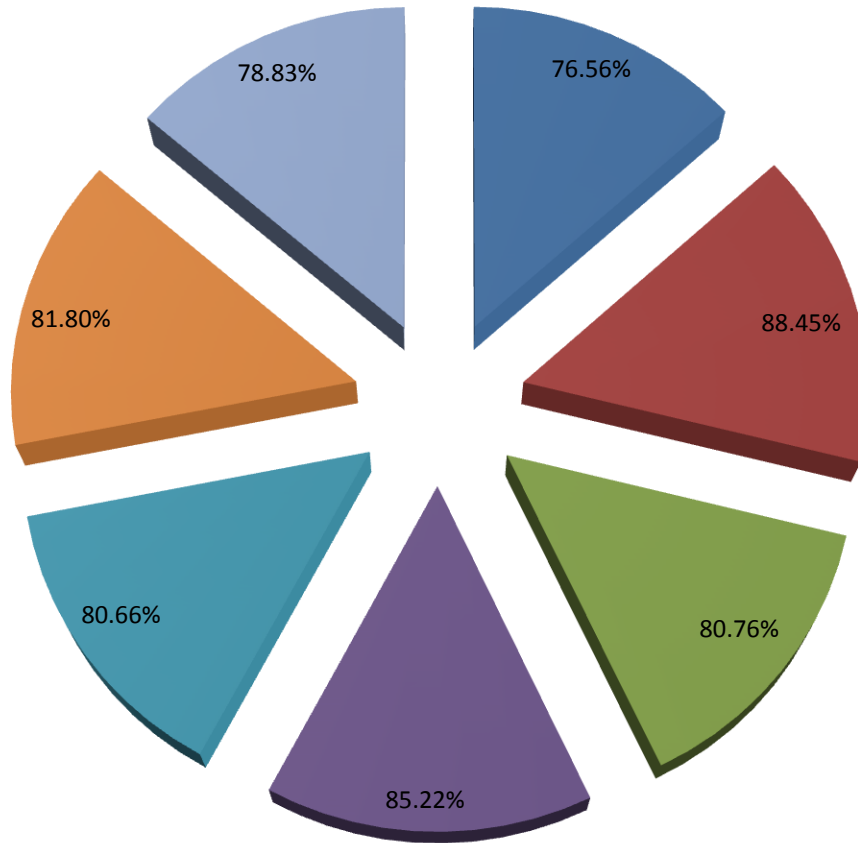
Standing 1st. Row
(L to R)

--Sh. Kuldeep Banta, Sh. Satish Kumar Sharma, Sh. Raman Chaudhary, Sh. Yogesh Gupta, Sh. Ramesh Chand, Sh. Kishori Lal, Sh. Pawan Singh.

Standing 2nd. Row
(L to R)

--Prof. Pushpinder Chauhan, Sh. Amar Singh Prashar, Er. Bisheshwar Sharma, Sh. Om Chauhan.

Course Evaluation



- Think about the structure and organization of the Course to meet the objectives.
- How useful this training be to you to act as Nodal Officer.
- How useful this training likely to be for the future jobs you may handle.
- Practical Orientation of Course.
- Interaction with the fellow participants during the course.
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- Overall impression of the Programme.



Training-cum-Workshop
on
Sevottam at HIPA

15-09-2014 to 17-09-2014

Participants in Sevottam Training at HIPA



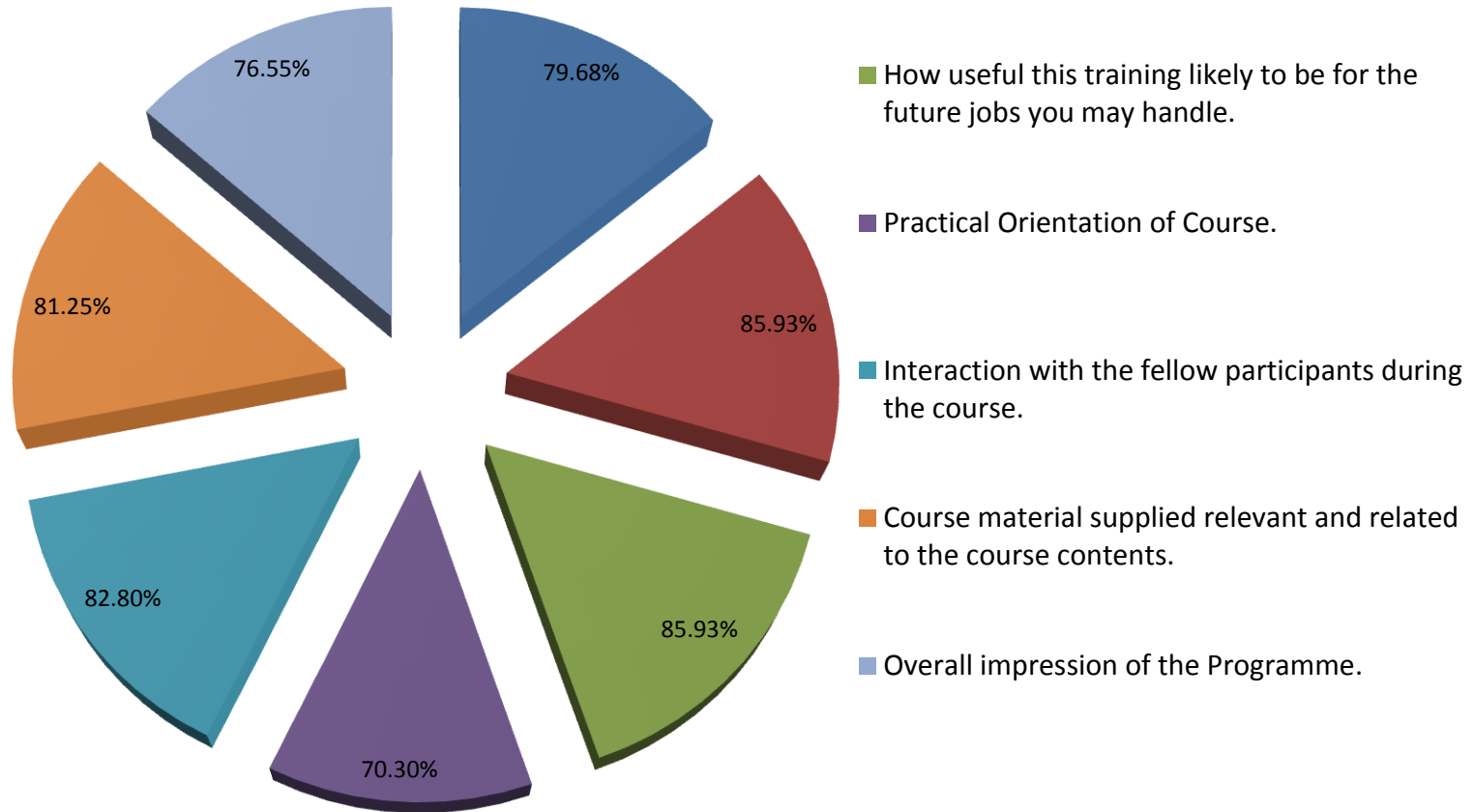
Government of Himachal Pradesh
Institute of Public Administration Fairlawns, Shimla -171012
Training-Cum-Workshop on "SEVOTTAM" Under Sevottam Project by DARPG, Govt. of India
w.e.f. 15.09.2014 to 17.09.2014



Sitting on Chairs :-- Ms. Anita Bhattan, Dr. Anjna Raina, Sh. H.K. Sharma (Course Director), Sh. Satish Sharma (Deputy Director, SIRP),
(L to R)
Dr. Uvi Tyagi Barwal, Er. Sudesh Sharma, Sh. Pradeep Bhandari.

Standing 1st. Row :- Er. Surinder Pal, Sh. Devinder Prasad Joshi, Sh. Narinder Kumar, Sh. Vivek Mahajan, Dr. Ramesh Sharma,
(L to R)
Sh. N.K. Sharma, ASI. Ranjit Singh Kanwar, Sh. Bansi Lal Negi.

Course Evaluation



OBJECTIVES

TO IDENTIFY THE NEED FOR PUBLIC SERVICE DELIVERY.



TO IDENTIFY SERVICE USERS AND STAKEHOLDERS.



TO IDENTIFY SERVICES PROVIDED BY PUBLIC ORGANIZATIONS.



TO IDENTIFY ISSUES AND CHALLENGES IN PUBLIC SERVICE DELIVERY.



TO ENABLE THE PARTICIPANTS TO DEMONSTRATE TEAM DYNAMICS AND PARTICIPATORY PROCESS APPROACH.

OBJECTIVES CONTD....

TO ENABLE THE PARTICIPANTS TO DESCRIBE THE PHILOSOPHY OF “SEVOTTAM”.



TO EXPLAIN THE IMPLICATION OF TIME-BOUND SERVICES TO THE CITIZENS.



TO ENABLE THE PARTICIPANTS TO CONSTRUCT CITIZEN CHARTER THROUGH CONSULTATIVE AND PARTICIPATORY PROCESS APPROACH.



CAPACITY BUILDING OF PARTICIPANTS TO FORMULATE EFFECTIVE PUBLIC GRIEVANCE REDRESSAL MECHANISM.



CAPABILITY BUILDING OF PARTICIPANTS TO ACHIEVE EXCELLENCE IN PUBLIC SERVICE DELIVERY.

OBSERVATIONS

90% OF THE PARTICIPANTS EXPRESSED SATISFACTION ABOUT THE WORKING OF THEIR RESPECTIVE DEPARTMENT /ORGANIZATIONS.

MORE THAN 90% OF PARTICIPANTS WERE NOT SATISFIED ABOUT THE WORKING OF OTHER DEPARTMENTS/ORGANIZATIONS.

MORE THAN 80% OF PARTICIPANTS STATED THAT BEHAVIOUR OF SERVICE PROVIDERS WITH THE CITIZENS/ SERVICE USERS WAS NOT UPTO THE EXPECTED LEVEL.

PARTICIPANTS GENERALLY AGREED THAT THE MINDSET OF SERVICE PROVIDERS MUST CHANGE TO PRO-ACTIVE SERVICE DELIVERY WITHOUT ANY DISCRIMINATION TO CLIENTS/ SERVICE USERS.

Cont.....

TAKING THE BENEFIT OF SERVICES IS LIKE A GAME OF DICE FOR THE CITIZENS.

MORE THAN 90% OF THE PARTICIPANTS AGREED THAT LONG AND COMPLICATED PROCESSES RESULT IN CORRUPTION IN PUBLIC OFFICES.

EXTERIOR PRESSURE CAUSES DISCRIMINATION IN PUBLIC SERVICE DELIVERY.

60% OF THE PARTICIPANTS AGREED THAT EVEN CITIZENS ARE NOT WELL INFORMED ABOUT SERVICES, PROCEDURES AND PROCESSES INVOLVED IN PUBLIC SERVICE DELIVERY.

THE PARTICIPANTS FLAGGED THE FOLLOWING POINT TO SERVE AS ROAD MAP/WAY FORWARD:

THERE SHOULD BE CAPACITY BUILDING PROGRAMMES ON “SEVOTTAM” FOR ALL STAKEHOLDERS /SERVICE PROVIDERS FROM TOP TO BOTTOM.

EVERY SERVICE DEPARTMENT SHOULD FORMULATE A TASK FORCE AND ADOPT CONSULTATIVE PROCESS IN FORMULATION OF CITIZENS’ CHARTER IN A TIME BOUND MANNER.

ALL STAKE HOLDERS SHOULD BE INVOLVED AND KEPT INFORMED ABOUT THE CHANGES IN SERVICES AND STANDARDS.

PEOPLE’S ACTIONS GROUP SHOULD BE FORMED TO MONITOR THE PERFORMANCE OF CITIZENS’ CHARTER, BESIDES AUDIT BY THIRD PARTY.

AWARENESS OF CITIZENS REGARDING THE SERVICES AND EXPECTATIONS FROM CITIZENS SHOULD BE FORMED.

Cont....

- EFFECTIVE TOOL SHOULD BE DEVELOPED BY RESPECTIVE SERVICE PROVIDER TO MEASURE THE SATISFACTION LEVEL OF CUSTOMERS TO REDUCE THE GAP IN ACTUAL SERVICE DELIVERY AND EXPECTATIONS.
- PUBLIC ORGANIZATIONS MUST HAVE A SYSTEM OF INCENTIVES AND REWARDS TO IMPROVE SERVICE DELIVERY.
- AUTOMATION OF GOVERNMENT PROCESSES WILL HELP TO ACHIEVE EXCELLENCE IN PUBLIC SERVICE DELIVERY.
- MAXIMUM USE OF TECHNOLOGY IN PUBLIC SERVICE DELIVERY CAN PROVE A BIG GAME CHANGER.
- IMPROVEMENT IN INTERNAL MANAGEMENT OF THE ORGANISATION LIKE SIMPLIFICATION OF PROCEDURES AND REMOVAL OF REDUNDANCIES AND MULTIPLICITY IS ALSO NEEDED.
- AMBIANCE OF GOVERNMENT OFFICES SHOULD BE IMPROVED.

Cont....

- ACCOUNTABILITY & TRANSPARENCY WITH COURTESY MUST BE ENSURED THROUGH ACCESSIBLE DOCUMENTATION.
- PROCEDURES BE MADE CLEAR TO CLIENTS/SERVICE PROVIDERS.
- STAFF ABSENTEEISM SHOULD BE CHECKED.
- POWER BREAKDOWN/SYSTEM FAILURE SHOULD BE AVOIDED.
- GOVT. PROCESS RE-ENGINEERING WITHIN LEGAL FRAMEWORK WILL HELP.
- SERVICE DELIVERY AS A GAME OF DICE AT PRESENT THEREFORE CONSISTENCY SHOULD BE MAINTAINED IN PUBLIC SERVICE DELIVERY.
- COMPLICATED PROCEDURES NEED TO BE SIMPLIFIED TO ENSURE TIME BOUND PUBLIC SERVICE DELIVERY.



THANKS