

FICCI Quality Forum (FQF) is a specialized division of FICCI that provides a wide range of services in quality management systems to industry and government. FQF services include training and consultancy in implementation of ISO standards, Lean and Six Sigma. FQF also offers carbon advisory and climate change mitigation services and has successfully registered CDM projects with UNFCCC.

FICCI Quality Forum (FQF) was engaged by Department of Personnel and Administrative Reforms, Government of Karnataka (DPAAR) and State Administrative Training Institute, Mysore, to conduct workshops in eight districts of Karnataka for the April 2012 launch of the Karnataka Guarantee of Services to Citizens Act, 2011 (KGSC Act).

The purpose of the workshops was to familiarize participants with the KGSC Act, 2011 & KGSC Rules, 2012 and help them to understand what they need to do in order to comply with the provisions of the Act. The Act lays down maximum time norms for delivery of 151 services of 11 Departments, and provides for monetary compensation to applicants in the event of delay. Software has also been developed by Government of Karnataka to generate acknowledgement numbers for applications covered by the Act and track the time taken for delivery of the service from the time

acknowledgement number has been generated.

Similar Acts have been passed by several other States including Madhya Pradesh, Delhi, Rajasthan, Jammu & Kashmir, Bihar and a Central legislation on similar lines is also under consideration. By far, the KGSC Act is the most extensive as it covers 151 services whereas other State Acts cover a much lower number.

The workshops conducted during February and March 2012 were attended by over 600 government functionaries from 11 departments. The workshops were inaugurated by the Deputy Commissioners of the respective districts and participants included CEOs of the Zilla Panchayats, Assistant Deputy Commissioners, Deputy Directors from Health & Education, Labour, Food and Revenue Inspectors, Tahsildars, Child Development Project Officers, Gram Panchayats Secretaries and Panchayat Development Officers. C

FICCI Quality Forum holds capacity building programmes for government staff in Karnataka



Capacity building workshops in progress.