

Bangladesh seeks help from FICCI Quality Forum



FICCI Quality Forum (FQF) conducted a workshop on 'Citizen's Charters in India' on July 30, 2012, in New Delhi for a 16-member delegation of government officers from Bangladesh. The delegation was led by Md. Eunusur Rahman, Additional Secretary, Ministry of Public Administration, Bangladesh, and comprised Deputy Secretaries, Deputy Commissioners, Deputy Directors, Principal Secretary to Adviser to Prime Minister of Bangladesh and Project Manager of Civil Service Change Management Programme, Bangladesh. The Departments of public administration, social service, agriculture and education were represented in the workshop.

Bangladesh is currently implementing the Second Generation of Citizen's Charters and is intent on making this initiative a success. Citizen's Charters are seen as one of the central policy instruments in increasing government's accountability and improving services to the people of Bangladesh.

The delegation was keen to learn from India's experience and how measures were taken to improve services provided by Government agencies. The discussions during the workshop revolved around the

Sevottam framework developed by Department of Administrative Reforms and Public Grievances, Government of India, and its implementation through Service Guarantee Acts introduced by nearly 15 states during 2011-12.

In accordance with the requirements of Sevottam framework, delegates learnt the process of developing a workflow for delivery of a specific service and using the workflow to set realistic delivery dates. The concept was new to the visiting delegation, and was received with exceptional interest by them.

The delegation also met with officers from Delhi and Karnataka State governments to learn how Indian states are implementing Citizen Service Guarantee Acts.

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 has unparalleled capability to offer training and consultancy in Sevottam and is the country's only organisation today with a concentration of resource persons having experience with Sevottam related assignments over the last several years.

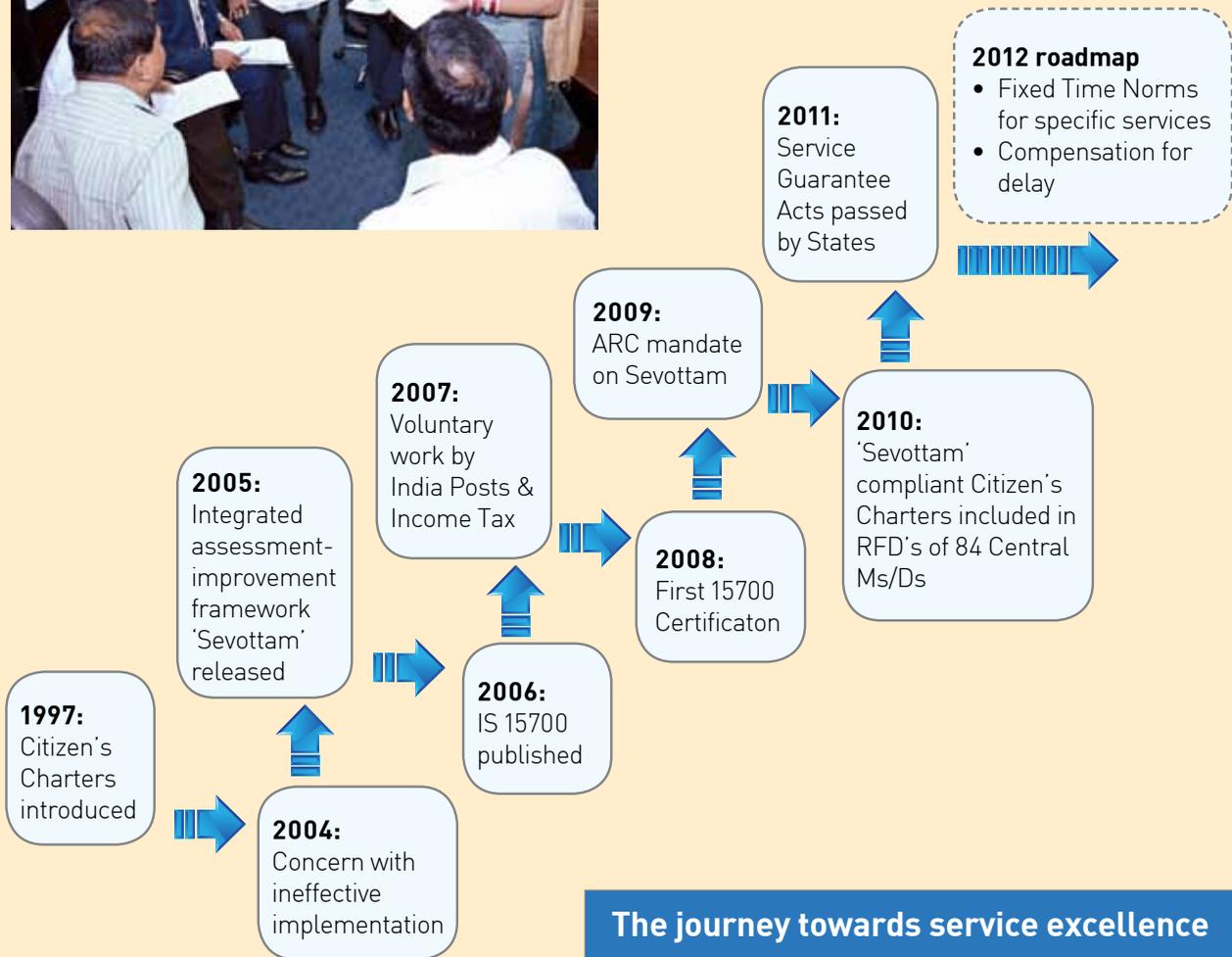
FQF services include training and consultancy in implementation of ISO standards, Lean and Six Sigma. FQF also offers carbon advisory and climate change mitigation services and has successfully registered CDM projects with UNFCCC. ☺

About Sevottam

The word Sevottam is a combination of two words: Seva (service) and Uttam (excellent). It is a simplified application of service quality management principles to improve day-to-day public service delivery.

In 2009, the Second Administrative Reforms Commission recommended mandatory implementation of Sevottam in all government organisations. Earlier, the Sixth Central Pay Commission had recommended Sevottam to be a mandatory criterion for performance-related incentives in the Government.

Sevottam seeks an outcome similar to Service Guarantee Acts introduced by nearly 15 states during 2011-12.



The journey towards service excellence