Delhi VAT Department engages FICCI Quality Forum to streamline delivery of services

FICCI Quality Forum (FQF) has been engaged by Delhi Government's Department of Trade and Taxes (also known as VAT Department), for streamlining delivery of services to their clients.

To begin with, services viz. issuance of forms, refunds and amendments that impact a large customer base of the department will be taken up in two wards under the project. The methodology to be followed for improvement of these services is based on the Sevottam Framework[1] developed by Department of Administrative Reforms and Public Grievances, Government of India. The framework guides government departments in laying down service standards as per expectations of service recipients and ensure delivery of services as per the standards. The tools and techniques used during the project lifecycle will also be used to improve other services and field offices of VAT as per its future roadmap.

VAT is the first department in Government of National Capital Territory of Delhi (GNCTD) to initiate such implementation and recommendations for state-wide adoption of Sevottam. It has also been sent to the Administrative Reforms Department in GNCTD.

Many other states including Tamil Nadu and Uttar Pradesh have also issued orders for implementation of Sevottam in departments with large public interface. In addition, 12 states have also passed Service Guarantee Acts to streamline service delivery by setting maximum time norms for services covered by the respective State 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 also 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. ℭ

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1 Sevottam is a combination of two Hindi – Seva + Uttam. It is an Assessment Improvement framework developed for public service organizations in India. The 2nd Administrative Reforms Commission and the 6th Central Pay Commission have recommended its implementation in the Centre and States. Some States on their own have also passed the Right to Services related Acts/Bills, which targets outcomes very similar to the outcomes which Sevottam implementation achieves.