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Civil Service Change Management Programme in Bangladesh

The Government of Bangladesh has taken up the implementation of the 'Civil Service Change Management Programme' with technical assistance from the Bangladeshi arm of United Nations Development Programme (UNDP). The programme is being implemented by the Ministry of Public Administration, Government of Bangladesh with a view to assisting the Bangladesh Civil Service to adapt to the changing and increasingly complex needs of its population and to engage citizens in this process. The programme aims to improve basic service delivery and to update business processes in order to enhance public welfare equitably.

As part of the programme implementation work, a National Workshop on 'Locally Relevant 2nd Generation Citizen's Charter

Implementation' was held in Dhaka on November 28-29, 2012. The workshop was inaugurated by H T Imam, Adviser to the Prime Minister on Public Administration Affairs, Government of Bangladesh. The participants included Joint Secretaries, Additional Secretaries, Deputy Commissioners, Mayors and officers from various departments including Agriculture, Education, Health, Social Welfare and Urban Development.

Dr. Sanjeevan Bajaj, CEO, FICCI Quality Forum (FQF), was invited by Ministry of Public Administration, Government of Bangladesh as expert from India to conduct sessions on the Government of India's 'Sevottam' framework and Application of Quality Management principles in Government.

FICCI QFQ is also working

with several Indian government organizations on similar initiatives. FQF has been knowledge partner to Department of Administrative Reforms and Public Grievances, Government of India for capacity building workshops in 2010 and 2011 for implementing 'Sevottam' in Central and State government organizations.

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 Sevottam (service quality excellence), 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. ☺