

## Annex A

### **Brief submitted by 10 Organizations implementing 'Sevottam'**

#### **1. Department of Posts – Ms. Kalpana Tewari, Dy. Director General**

- Citizens' Charter revised in consultation with staff and stakeholders and awaiting Minister's approval.
- Compendium for grievance handling revised. 1116 computerized customer care centers are functioning across the country.
- Implementation of Sevottam made part of 11<sup>th</sup> Plan and budget provided for, 500 project manager are to be trained and in 674 Head Offices, Information Kiosks System and Software to be installed.
- 7 training institutions of DoP prepared to impart training - modules developed for all levels of employees.
- Focus on improving ergonomics in post offices for the customer including water harvesting, energy conservation, and solar panels.
- Documentation for certification prepared.
- First site at Gol Dakkhana, New Delhi almost ready for filing application for certification. The second site at Alwar Post Office also ready.

#### **2. Central Board of Direct Taxes – Mr. B.K. Jha, Director & Commissioner, Directorate of Organization and Management Services (DOMS)**

- Citizens' Charter finalized. Preparation of monitoring system through tax payer service center is ongoing.
- Computerization project undertaken. BPR project – integrated with Sevottam.
- Software for Public Grievances – online filing and tracking of complaints planned.
- Pilot projects being run in Mumbai and Udaipur. This will be extended in second phase to – Kolkota, Chennai and Bangalore and will be further rolled out throughout all offices in the country.
- Identification of citizen friendly employees for interface with public. Dedicated manpower for the 'Sevottam' TPSC have been deployed and trained. Operations Manual prepared for Sevottam.

#### **3. Central Board of Excise & Customs – Mr. Arun Bhatnagar, Director General (Inspections)**

- Citizens' Charter ready in consultation with the stakeholders and is submitted for approval, - target of 80% compliance with service norms prescribed at all India level.
- Basic infrastructure for 80% compliance to be provided in 3 months time.
- Implementation Committee formed to oversee implementation of Sevottam.

- Computerization being undertaken – to be completed by end of next year. Helpline planned.
- Central Excise Commissionerate (Delhi-1), Commissioner of Custom (Import & General, Delhi) and Commissionerate of Service Tax, Delhi, chosen for implementing Sevottam under the Pilot Project.
- Service Quality Manual to be implemented from 1 Apr 2008.
- Sevottam by Dec 2008.

**4. Department of Pensions – Mr. M.P. Singh, Director**

- Citizens' Charter revised and put up to the Minister for his approval.
- Limited public interface – public grievances referred to concerned administrative Ministry.
- Information and Facilitation Centre set up.
- A Pensioner's Portal, under NeGP has been launched in public domain. The portal aims to provide online services to pensioners and also handle the grievances of the pensioners.
- Training of manpower of all Departments/Ministries dealing with pensioner has been conducted for providing better services to pensioners and familiarizing them with the new pensioner's portal.
- Feedback of the pensioners and the pensioners association will be taken up to improve the services provided to the pensioners.

**5. Ministry of Food Processing & Industry– Mr. Gautam Sanyal, Joint Secy.**

- Task Force formed to revise Citizens' Charter – to be finalized Jan 2008.
- Limited interface with public – mainly funding industry and other related institutions.
- Major policy decision – receipt and processing of applications decentralized to banks to curtail delay wef 1 Apr 2007.
- E. portal for online transfer of funds.
- Training need analysis for personnel dealing with Sevottam has been conducted and officers nominated for training programme conducted by DAR&PG.
- Mindset change the biggest challenge.

**6. Ministry of Corporate Affairs – Mr. Y.S. Malik, Joint Secretary**

- Citizens' Charter to be revised and finalized by 31 Mar 2008.
- MCA 21 project undertaken for last one and a half years aimed at improving services.
- Online payment of fee planned.
- The Consultant attached to the Ministry shall initiate work on Sevottam to document the progress made in improving the service delivery standards as a consequence of implementation of the MCA 21 project. The documentation and quality manual will be finalized.
- Constraints – staff shortage – down from nearly 1900 to 1400 – 8.55 lakh companies being dealt with – no training academy.

**7. Ministry of External Affairs – Mr. R. Swaminathan, Joint Secretary**

- Mission Mode project undertaken for improving services called e-seva. A revised Citizens' Charter with agreed list of standard after implementation of the e-seva project will be formalized.
- Passport turnover up from 20 lakhs in 2001 to 40 lakhs in 2006.
- 5 volume report of National Institute of Smart Governance.
- Introducing e-passport by mid-2008 for official/diplomatic and mid-2009 for general public.
- Going for ISO 27001 certification.

**8. Ministry of Railways – Mr. A.K. Panda, Director (Efficiency)**

- Citizens' Charter given in Time Tables. Core Group formed to review the Citizens' Charter and revise it after consultation with the stakeholders.
- Pilot projects identified - Sarojini Nagar and Shahadara stations.
- Ticketing and Freight services covered – would like to cover Passenger services instead of Ticketing alone.
- 16 Zonal Railways – 67 Divisions – approx 7000 railway stations, Zonal Railways Users Consultative Committees and Divisional Railways Users Consultative Committees are already in existence.
- Constraint – mindset of employees to be changed.

**9. Employees Provident Fund Office – Mr. N.N. Sharma, Additional Commissioner**

- Citizens' Charter made in 2002 being reviewed – to be finalized March 2008.
- Core Group formed with CEO as chairman.
- Regulatory and Service functions.
- Dealing with 40 million workers, 4 lakh enterprises, 113 field offices to provide services.

**10. Kendriya Vidyalaya Sangthan – Mr. R.L. Jamuda, Commissioner**

- Citizens' Charter formulated – service standards to be specified – to be finalized by Mar 2008.
- Office automation being undertaken with support from NIC.
- 2 schools in Delhi Cantt and RK Puram identified for Sevottam implementation.
- Constraints – lack of dedicated manpower – training institutions, however, regular training programmes are organized for the teaching as well as non-teaching staff for qualitative improvement of service at HQ, Regional and Vidyalaya level. Regular participants have been nominated for training organized by Department of Administrative Reforms and Public Grievances.
- Sevottam implementation by June 2008.

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**11. Background by DS, DARPG**

- Meeting taken by Secretary (P) on 26 July 2006 to announce the initiative
- Formation of dedicated team comprising DARPG, QCI, BIS and TCS to guide the implementation of the initiative
- Handholding project assigned to QCI
- One consultant assigned to each of the 10 implementing Ministries
- Workshop on 30 Apr 2007 – Training manual prepared by QCI to empower training institutions within each Ministry released by Secretary, DARPG
- 3 training programmes conducted – 2 on implementation of IS 15700 and one on Internal Auditing as per IS 15700
- Monthly reports received only from DoP, CBEC, CBDT, MFPI and Pensions
- Ministries of Corporate Affairs and External Affairs having their individual projects for improvement of service delivery

**12. Department of Posts – Ms. Kalpana Tewari, DDG**

- First site almost ready for filing application for certification
- Compendium for grievance handling revised
- Citizens' Charter revised and awaiting Minister's approval
- Implementation of Sevottam made part of 11<sup>th</sup> Plan and budget provided for
- 7 training institutions of DoP prepared to impart training - modules developed for all levels of employees
- Focus on improving ergonomics in post offices for the customer
- Documentation for certification prepared

**13. CBDT – Mr. B.K. Jha, Director, DOMS**

- Computerization project undertaken
- Software for PGs – online filing and tracking of complaints planned
- Pilot projects being run in Mumbai and Udaipur – Kolkota, Chennai and Bangalore to be covered
- Identification of citizen friendly employees for interface with public
- BPR project – integrated with Sevottam
- Operations Manual prepared for Sevottam
- Citizens' Charter finalized

**14. CBEC – Mr. Arun Bhatnagar, DG Inspections**

- Limited assesses with whom having interface
- Regulatory functions and service functions
- Implementation Committee formed to oversee implementation of Sevottam
- Citizens' Charter ready – target of 80% compliance with service norms prescribed at all India level
- Computerization being undertaken – to be completed by end of next year
- Helpline planned
- Basic infrastructure for 80% compliance to be provided in 3 months time
- Service Quality Manual to be implemented from 1 Apr 2008
- Sevottam by Dec 2008

15. Pensions – Mr. M.P. Singh, Director

- Limited public interface – public grievances referred to concerned administrative Ministry
- Citizens' Charter revised and put up to Minister
- Information and Facilitation Centre set up
- Portal for Pensioner grievance redressal – interactive and non interactive

16. MFPI – Mr. G. Sanyal, JS

- Limited interface with public – mainly funding industry and other related institutions
- Major policy decision – receipt and processing of applications decentralized to banks wef 1 Apr 2007
- Eportal for online transfer of funds
- Task Force formed to revise Citizens' Charter – to be finalized Jan 2008
- Nominated officers for all training programmes done by QCI
- Mindset change the biggest challenge

17. Ministry of Corporate Affairs – Mr. Y.S. Malik, JS

- No documentation done yet
- MCA 21 project undertaken for last one and a half years aimed at improving services
- Online payment of fee planned
- Citizens' Charter to be revised and finalized by 31 Mar 2008
- Constraints – staff shortage – down from nearly 1900 to 1400 – 8.55 lakh companies being dealt with – no training academy
- Consultant has not yet initiated work on Sevottam

- 18. Ministry of External Affairs – Mr. R. Swaminathan, JS**
- **Passport turnover up from 20 lakhs in 2001 to 40 lakhs in 2006**
  - **Mission Mode project undertaken for improving services – ends June 2009**
  - **5 volume report of National Institute of Smart Governance**
  - **Introducing epassport by mid-2008 for official/diplomatic and mid-2009 for general public**
  - **Going for ISO 27001 certification**
- 19. Railways – Mr. A.K. Panda, Director (Efficiency)**
- **16 Zonal Railways – 67 Divisions – approx 7000 railway stations**
  - **Zonal Railways Users Consultative and Divisional Railways Users Consultative Committees**
  - **Ticketing and Freight services covered – would like to cover Passenger services instead of Ticketing alone**
  - **Core Group formed**
  - **Pilot projects – identified Sarojini Nagar and Shahdara stations**
  - **Citizens' Charter given in Time Tables**
  - **Constraint – mindset of employees to be changed**
- 20. EPFO – Mr. N.N. Sharma, Additional Commissioner**
- **Regulatory and Service functions**
  - **Dealing with 40 million workers, 4 lakh enterprises, 113 field offices to provide services**
  - **Core Group formed with CEO as chairman**
  - **Citizens' Charter made in 2002 being reviewed – to be finalized March 2008**
- 21. KVS – Mr. R.L. Jamuda, Commissioner**
- **Citizens' Charter developed – service standards to be specified – to be finalized by Mar 2008**
  - **Office automation being undertaken with support from NIC**
  - **2 schools in Delhi cantt and RK Puram identified for Sevottam implementation**
  - **Constraints – lack of dedicated manpower – training institutions**
  - **Sevottam implementation by June 2008**