

The Training programmes conducted year-wise are detailed below:

Year	No. of Courses Conducted	No. of the Participants
2013-14	5	78
2014-15	20	1706
2015-16	15	809
2016-17	20	758
2017-18	27	789
2018-19	26	886
2019-20	22	1001
2020-21	35	879
2021-22	21	914
2022-23	30	1061
2023-24	42	1217
TOTAL	268	10098

Sevottam progress is reviewed every month by the Department of Administrative Reforms and Public Grievances (DARPG) Government of India.



Sh. V. Srinivas, IAS, Secretary, DARPG reviewing the progress of Sevottam

Addressing the young officers of Joint Foundation Course about the need for dedication and devotion for citizens satisfaction in public service delivery objectives.



T.V.S.N. Prasad IAS, Chief Secretary, Haryana

The funds received from DARPG for Sevottam training have been utilized in time and the utilization certificates thereof were also sent in time on the prescribed formats. The proposal for the release of funds for the year 2024-25 have also been sent. Sevottam Cell of HIPA proposes to conduct 50 training programmes to train 2000 officers/officials this year. Systematic and transparent record of every training programme conducted has been kept.

The training modules of Sevottam covers the following topics:

1. Motivating and enhancing the capacity of the officers/officials to handle public grievances efficiently and effectively.
2. Enhancing the capability of the officers/officials to bring excellence in the public delivery system-process clarity, check points, time lines, monitoring systems.
3. Acquainting the officers/officials with the provisions of Right to Service Act,2013 and the functioning of Right to Service Commission with special emphasis on the implementation of the Act.
4. Assisting in developing a sound, responsive, account-able and people friendly work culture among the employees of the government, a pre-requisite of good governance in the Citizen Centric Administration of the day.
5. Effective working of CM Window, Saral Portal of Haryana and CPGRAM.
6. Sevottam Certification BIS IS:15700.

### Training of Trainers Programme on Sevottam for J&K Officers

July 05-07, 2023



#### Sevottam Cell at HIPA, Gurgaon

- |                   |   |                                 |
|-------------------|---|---------------------------------|
| Director General  | - | Mrs. Chandralekha Mukherjee     |
| Consultant        | - | M.K. Midha, IAS (retd.)         |
| Project Associate | - | Shiv Prasad Sharma, IAS (retd.) |
| Cell In-charge    | - | Mrs. Aarti Dudeja               |

SEVOTTAM

### A Narrative on Sevottam



A customer is the most important visitor on our premises. He is not an interruption in our work. He is the purpose of it. He is not an intruder in our business; he is a part of it. We are not doing him a favour by serving him. He is doing us a favour by giving us an opportunity to do so.

- Mahatma Gandhi



#### Citizen's Charter

#### Grievance Redress Mechanism

(CM's Window) (CPGRAMS) (Right to Service Act)

#### Capacity Building

#### Sevottam Certification BIS IS:15700



"Grievance Redressal is the essential component of Democracy. Break silos, rise above hierarchies, redress grievances with human touch".

- Narendra Modi, PM

"Public Grievance Redressal is our priority. Citizen's Satisfaction is our motto".



- Nayab Singh Saini, CM



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## SEVOTTAM

### Background and Purpose

2<sup>nd</sup> Administrative Reforms commission in its 12<sup>th</sup> report entitled “Citizen Centric Administration-the Heart of Governance” has recommended for making government organisations transparent accountable and citizen friendly. To achieve this objective the “seven steps model for citizen centricity” has been documented by the department of Administrative Reforms and Public Grievances(DARPG), Government of India as “Sevottam” framework meaning “Uttam-Seva” or Service Delivery Excellence. Sevottam is a continuing journey to revamp and refurbish our public service delivery mechanism to a level of excellence desired by the citizens. It incorporates e-Governance solutions, capability building of public servants and partnership with social groups to achieve transparency and accountability. With this object in mind, DARPG has designed the Sevottam framework as an assessment tool of the public service delivery. Accordingly, it has established Sevottam Cells in Administrative Training Institutes of most of the states including Haryana. The proposed Sevottam framework is a commitment to raise the standard of public service, enhance the customer’s satisfaction, provide effective and efficient services besides bringing a continuous improvement in its services and delivery process. This model basically has three modules – Citizen’s Charter, Public Grievance Redress Mechanism and Service Delivery Capability

### Citizen’s Charter

Citizen’s Charter is a written declaration by a government that highlights the standard of service delivery that it subscribes to, availability of choice for consumers, avenues for grievance redressal and other related information. In brief, it is a set of commitments made by a department regarding the standard of services provided by it. Thus, Citizen’s Charter is intended to empower the citizens by enabling them to demand committed standards of services and avail remedies in case of non-compliance by the service provider organisation/department. The basic thrust of the charter is to make the public services “Citizen Centric” i.e. demand driven rather than supply driven.

### Public Grievances

Grievance has been defined as an indignation or resentment arising out of a feeling of being wronged. It is an expression of dissatisfaction made to an organisation related to its services. It includes complaints by the service recipients against the non

delivery of the services in a standardised manner. It is a protest against the denial of the due. Many a times it results in to contempt against the service provider and sometimes leads to the social unrest as well.

### Grievance Redress Mechanism

Grievance Redressal Mechanism is a process set up by the organisation to receive, record, investigate, redress, analyse, prevent or take any appropriate action in respect of grievances lodged against them.

### Capability building

Capability building is the process of training and equipping the individuals with the knowledge, skill and preparedness that enables them to perform effectively and promptly. The goal of capacity building is to enhance the ability to evaluate and address the crucial needs and aspirations of the public in an efficient manner. It is a long term, continuing process in which all the functionaries of the service providing department/ organizations, stakeholders and NGOs participate to make the process of service delivery transparent, people friendly and effective.

### The Objectives of the Sevottam Cell are:

- To build the capacity in behavioural skill and attitudinal change of the trainees of the selected departments at cutting edge level;
- To sensitize trainees/officers regarding Citizen’s Charter and the related ingredients of Sevottam;
- To help the trainees in framing of Citizen’s Charter in Consultation with the stakeholders and devising Grievances Redress Mechanism in these departments;
- To help the departments by imparting training to the participants to achieve Sevottam Certification BIS IS: 15700 with the prescribed protocols; and
- To indentify key problem areas and to give suggestions for the prevention of the grievance.

### Sevottam Cell in Operation

The Seven Steps to Citizen’s Charter in Sevottam are - define all services, identify clients; set standards for each service, develop capability, perform, monitor performance and evaluate the impact and continuous improvement.

Seven Steps to Grievance Redress System in Sevottam are - system of receipt of grievances; its wide publicity; timely acknowledgement; redressal; communication of action taken; platform for appeal and analysis of grievance prone areas for improvements.

Seven Steps to Capability Building are:- to develop the understanding and fair knowledge about citizen’s charter, expectations of the clients, needed skills, initiatives, to ensure needed motivation and training, to develop the system of monitoring and evaluation, to develop the skill to ensure an effective grievance redress mechanism, to evolve the temperament for transparent and people friendly administration.

### Sevottam Cell of HIPA – Decade’s activities and achievements:

The Sevottam Training Cell was established at HIPA in 2013 under the scheme of “Strengthening the ATIs and reputed academic institutions for dissemination of sevottam”.

**From the year 2013-14 to 2023-24 as many as 263 training courses were conducted by the Sevottam Cell in HIPA where as many as 10098 participants from various streams attended these training programmes.**

**Sevottam Cell of HIPA assisted 29 departments and organisations of the State in the formulation of Sevottam Compliant Citizens’ Charter for their respective departments. Sevottam Cell of this Institute has collaborated with National Institute of Training for Standardization, BIS IS:15700 and has been successful in making 7 institutions including HIPA, Sevottam Certification Worthy.**

**The Sevottam Cell, HIPA is the first to upload successfully online training module on Sevottam on Integrated Govern-ment Online Training (i-GOT) portal.**

**As an Anchor Institute HIPA has assisted ATIs of Meghalaya, Assam and Jammu & Kashmir in imparting training to their officers. The first National Seminar on Sevottam was held in HIPA on 16.9.2022 which was attended by the DGs or their representatives from all ATIs for the rationalisation of the curriculum and pedagogy of sevottam training.**

- **Conducted 263 training programmes and trained 10098 officers.**
- **Assisted 29 departments in the formulation of Sevottam Compliant Citizens’ Charter.**
- **Assisted 7 training institutes to become Sevottam Certification Worthy.**
- **First to upload online training module on Sevottam on iGOT portal.**
- **Assisted ATIs Jammu & Kashmir, Assam and Meghalaya in Sevottam training.**
- **Funds released by DAPRG, fully utilized and UCs submitted thereof in time.**