

No.6/251/2006-PER/Part-I/3280
UT Administration of Daman & Diu,
Department of Personnel &
Administrative Reforms,
Secretariat,
DAMAN - 396 220.

Dated : 14 / 12 / 2011

C I R C U L A R

The Ministry of Personnel, Public Grievances and Pensions, the Department of Administrative Reform and Public Grievances had earlier communicated the recommendations of the 2nd Administrative Reforms Commission (ARC) as contained in its 12th Report entitled "Citizens Centric Administration - The Heart of Governance." In para 4.9.9 the ARC has recommended that the Union and State Government should make the Seven Step Model outlined in para 4.9., mandatory for all Organizations having Public interface. This recommendation is based on the Sevottam framework developed by the Department of Administrative Reforms and Public Grievances (DARPG).

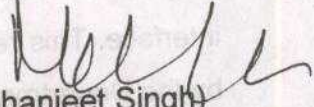
Sevottam is an assessment improvement framework targeted to improve the quality of services to the citizens. During the last two-three years the Ministries/Department of the Central Government have been using the framework for improving their quality of service delivery. Based on the implementation experience with these organizations and other pilots at State level, simplified guidelines have been finalized to explain what user organizations need to do in order to achieve high performance on each of the 33 elements of the Sevottam frame work.

A copy of the guidelines is enclosed for you ready reference. These guidelines will enable all Department in creating an integrated Sevottam complain System for (a) implementation, monitoring and review of citizens' charter (b) receipt, redress and prevention of public grievance and (c) customers employees and infrastructure based service delivery capability. These guidelines have also been uploaded on the DARPG website at www.darpg.nic.ni.

All the Head of Offices in Daman & Diu and Dadra & Nagar Haveli including Panchayat Raj Institutions and Municipalities are directed to review their citizen charter, redressal system of Public Grievances and customers employees and infrastructure based service delivery capability keeping in view the guideline of "SEVOTTAM" enclosed herewith.

The Revised Citizen charter, Redressal System of Public Grievances and Customers, employees and infrastructure based service delivery capability shall be prepared by all Head of Offices by 31/01/2012, with the approval of their Secretary concerned. The Revised Citizen Charter, Redressal System of Public Grievances and Customers, employees and Infrastructure based service delivery Capability shall be uploaded on Public domain of concerned department for information of Public in general.

A compliance report shall be submitted to the undersigned by 10/02/2012.


(Mohanjeet Singh)

Development Commissioner

To,

All Head of Offices,
Daman & Diu and Dadra & Nagar Haveli.

To,

1. The Staff Officer to Administrator, Secretariat, Daman for information.
2. The Finance Secretary, Daman & Diu and DNH, Secretariat, Daman
3. The Managing Director, O IDC, Daman.
4. The Chief Conservator of Forests, Secretariat, Daman.
5. The Secretary(Education), Secretariat, Daman
6. The Law Secretary, Secretariat, Daman.
7. The Collector, Daman/Diu/DNH. They are informed to review the implementation of Sevattom in respect of department allotted to them.
8. The Deputy Secretary(Per), Secretariat, DNH with a request to circulate the same amongst all Head of Offices in Dadra & Nagar Haveli, Silvassa.
9. The Deputy Collector, Diu with a request to circulate the same amongst all Head of Offices in Diu District.
10. The D.I.O., NIC, Daman for uploading on website.
11. The Asstt. Director (OL), Secretariat, Daman for translation into Hindi.
12. Office copy/Guard file.