

PROGRESS REPORT OF SEVOTTAM CELL, HIPA FROM 2013 TO 2020-2021

It is stated that Sevottam Training Cell was established at HIPA in 2013 under the scheme of “Strengthening the ATIs and reputed academic institutions for dissemination of sevottam” with the following mandate:

- **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 build the capacity in behavioral skill and attitudinal change of the trainees of the selected departments at cutting edge level.**
- **To help the departments by imparting training to the participants to achieve Sevottam Certification BIS IS: 15700 with the prescribed protocols; and**
- **To identify key problem areas and to give suggestions for the prevention of the grievance.**

The Sevottam Training Cell of this Institute has been endeavoring to implement the mandate of the project with all vigor and sincerity. **From the year 2013-14 to 2020-21 (up to 15th January, 2021) as many as 163 training courses were conducted in HIPA and field i.e. at Divisional, District, Sub-divisional and Block Level locations. As many as 6838 participants from various streams attended these training programmes.** The participants included the officers from IAS, IPS, IFS, HCS & Allied Services, Officers and officials from the Departments of Food, Civil Supplies & Consumer Affairs, Excise & Taxation, Prison, Prosecution, Revenue and Land Records, School Education and Higher Education, Faculty and students of various universities, district and sub-divisional officers & officials of Various Departments, the officials of Haryana Urban Development Authority, officers and faculty of State Council Education and Research Training (SCERT), officers and officials of Municipal Corporations, elected representatives and staff of Zila Parishads and Block Samitis. The details required as per the expectations of the DARPG, Govt. of India for these training courses like initiation, training module, list of the participants along with the registration forms, training imparted, feedback, photographs taken and the media coverage in respect of every training programme conducted have also been retained for record purposes.

These training programmes aimed at to acquaint the trainees regarding sevottam and its ingredients and train them to formulate Sevottam Compliant Citizens’ Charter and devise an effective Grievance Redressal and Mechanism in their respective departments. The other purposes have been capability building, bringing about attitudinal change and inculcating a sound work culture among the participants with a view to bring qualitative change in the public delivery system. They were also made aware about the provisions of Right to Service Act, 2015 and Right to Information Act, 2005 and other instruments of Good Governance. These training programmes have

been found very useful for the participants and have been highly applauded by them. The feedback from the participants, Head of the Departments and sponsoring organisations amply show that the participants have learnt a lot from these training programmes which have gone a long way to enable and strengthen them to discharge their duties in an efficient manner.

The sevottam training cell has assisted as many as 29 departments i.e. Social Justice & Empowerment, Food, Civil Supplies & Consumer Affairs, Excise & Taxation, Animal Husbandry & Dairying, Haryana, Science & Technology, Haryana, Horticulture, Disaster Management, Haryana Institute of Public Administration, Haryana Urban Development Authority (HUDA) now Haryana Sahari Vikas Pradhikaran, Women & Child Development, State Council of Education and Research Training, Gurugram, Cooperation, Industries & Commerce, Police Department, Department of Treasury & Accounts, Water & Irrigation, Department of Prisons, Forest, Town & Country Planning, Labour, Sports & Youth Affairs, Technical Education, Bhondsi Jail, Gurugram, Rural Development, Divisional Training Centre, Panchkula, Divisional Training Centre, Rohtak and Divisional Training Centre, Hisar to prepare Sevottam Compliant Citizens' Charter for their departments. Accordingly, the Sevottam Compliant Citizens' Charter so prepared have been sent to the concerned departments for their formal approval, periodic review and needed up-dation in view of the feedback from their clients and the fast changing scenario. In addition to the above, the Sevottam Training Cell proposes to assist all the remaining departments in the preparation of Sevottam Compliant Citizens' Charter for their department in the current year.

Sevottam Cell of this Institute has collaborated with National Institute of Training for Standardization, BIS, Noida for BIS IS: 15700 certification to make the various departments Sevottam Certification Worthy and has been availing the services of the senior scientists of the institute. It is also pertinent to state that the Sevottam Training Cell of this Institute has helped and assisted Haryana Institute of Public Administration, Gurugram to make it Sevottam Certification worthy. The cell remained actively associated with the process of preparation of required documentation like Sevottam Compliant Citizens' Charter, Service Quality Manual, Quality Policy and the various Standard Operating Procedures. Accordingly, HIPA has been granted the license no CRO/SQ/L/8000221 dated 18.01.2018 issued by Bureau of Indian Standards, New Delhi. It is also worthwhile to state that HIPA is the first Administrative Training Institute in the country and the first organisation in the State of Haryana to achieve this distinction. The Sevottam Training Cell has been further striving to assist the following departments and organisations for making them Sevottam Certification Worthy: Department of Prison, State Council of Education and Research Training (SCERT), Gurugram, Haryana Sahari Vikas Pradhikaran and Municipal Corporations i.e. Gurugram, Faridabad, Rohtak, Karnal, Sonapat.

Sevottam Cell of this Institute further proposes to take up all the three Divisional Training Centres of HIPA i.e. at Rohtak, Hisar and Panchkula besides the Haryana Institute of Rural Development, Nilokheri for Sevottam Certification in the current year.

From 2013-14 to 2020-21 Sevottam Training Cell of this Institute has been released an amount of Rs.129.38 lakhs out of which an amount of Rs.123.759 lakhs stand utilized. The funds have been utilized strictly as per the prescribed norms. It is pertinent to state that the activities and progress made by the Sevottam Training Cell of HIPA has also been regularly monitored and reviewed by the DARPG, Govt. of India, on 13th August 2013, 19th& 20th September 2013, 15th May 2014, 12th October 2015, 16th June 2016, 13th June, 2017 and April, 2019 along with other states of India and the performance was found up to the mark.

The Sevottam Training Cell of this Institute is being headed by a senior IAS officer retired from IAS having more than 25 years experience of working in the field with various departments who is further assisted by a very competent faculty from HIPA and a well versed coordinator for organising the training programmes. Needless to say that the officers in the cell are highly motivated and committed. They have done their best to implement the project in a very befitting manner. It is because of their efforts the sevottam cell has been able to highlight the concept of `Citizen Centric Administration and Popularize the Sevottam Compliant Citizens' Charter as an Instrument of Good Governance and Citizen's Empowerment'. The Citizens' Charters of the various departments on public domain have gone a long way to improve the quality of public delivery system and ensure the speedy redressal of the public grievances in an efficient and effective manner. The efforts of the cell have also come handy in bringing about behavioral change and inculcating a sound work culture among the government functionaries paving way for a responsible, an accountable and the people friendly administration.

Sevottam Certification for Haryana Institute of Public Administration and the sincere efforts of the sevottam cell in making other departments Sevottam Certification Worthy, are the other feathers in its cap. **Sevottam Cell is all out to assist six training institutes of the State i.e. Haryana Institute of Rural Development, Nilokheri, State Council of Education and Research Training, Gurugram, Divisional Training Centre, Panchkula, Divisional Training Centre, Hisar, Divisional Training Centre, Rohtak and District Institute of Education and Training, Gurugram Sevottam Certification Worthy this year. All the needed documentation like Sevottam Compliant Citizens' Charter, Service Quality Manual, Service Policy and the Standard Operating Procedures (SOPs) for the services being provided by these institutes stands prepared under the active guidance of the cell and support from retired officers of BIS. We are very hopeful that by the end of the March this year they will be Sevottam Certification worthy. Sevottam Cell further proposes to take up 7 more institutes for making these Sevottam Certification Worthy in the next year i.e. 2021-22 if the financial support from DARPG, Gol continues.**

It is also worth to state that Sevottam Cell played a key role in the preparation and presentation of a report on "Grievance Redressal Mechanism" to the Haryana Governance Reforms Authority, this year. It is also added that Sevottam Cell actively participated in the various Seminars organised by HIPA on "Good Governance" and "Best Practices".

Training Programmes & Workshops organized

Year 2013-14

- ❖ **Training Programmes – 5**
- ❖ **Total No. of Participants – 78**

Year 2014-15

- ❖ **Training Programmes/Workshops – 20.**
- ❖ **Total No. of Participants – 1706**

Year 2015-16

- ❖ **Training Programmes/Workshops – 15.**
- ❖ **Total No. of Participants – 809**

Year 2016-17

- ❖ **Training Programmes/Workshops – 20.**
- ❖ **Total No. of Participants – 758**

Year 2017-18

- ❖ **Training Programmes/Workshops – 27.**
- ❖ **Total No. of Participants – 789**

Year 2018-19

- ❖ **Training Programmes – 26**
- ❖ **Total No. of Participants – 886**

Year 2019-20

- ❖ **Training Programmes – 22**
- ❖ **Total No. of Participants – 1001**

Year 2020-21

- ❖ **Training Programmes – 35**
- ❖ **Total No. of Participants – 879**

It is also added that Sevottam Cell actively participated in the various Seminars organised by HIPA on “Good Governance” and “Best Practices“.

Sevottam Compliant Citizens' Charters Prepared:

1. Department of Social Justice & Empowerment
2. Department of Food, Civil Supplies & Consumer Affairs.
3. Department of Excise & Taxation.
4. Department of Animal Husbandry & Dairying, Haryana
5. Department of Science & Technology
6. Department of Horticulture.
7. Department of Disaster Management
8. Haryana Institute of Public Administration.
9. Haryana Urban Development Authority (HUDA) now Haryana Sahari
Vikas Pradhikaran
10. Department of Women & Child Development
11. State Council of Education and Research Training, Gurugram
12. Department of Cooperation
13. Department of Industries & Commerce
14. Department of Police Department
15. Bhondsi Jail, Gurugram
16. Rural Development
17. Department of Treasury & Accounts
18. Department of Water & Irrigation
19. Department of Prisons
20. Department of Forest
21. Department of Town & Country Planning
22. Department of Labour
23. Department of Sports & Youth Affairs
24. Department of Technical Education
25. Divisional Training Centre, Panchkula
26. Divisional Training Centre, Hisar
27. Divisional Training Centre, Rohtak
28. District Institute of Education & Training, Gurugram
29. Haryana Institute of Rural Development, Nilokheri

**List of the Institutes assisted by the Sevottam Cell, HIPA,
Gurugram for Sevottam Certification BIS IS:15700**

- 1. Haryana Institute of Public Administration, Gurugram**
- 2. State Council of Education and Research Training, Gurugram**
- 3. Haryana Institute of Rural Development, Nilokheri, Karnal**
- 4. Divisional Training Centre, Rohtak**
- 5. Divisional Training Centre, Hisar**
- 6. Divisional Training Centre, Panchkula**
- 7. District Institute of Education and Training, Gurugram**

List of the documents prepared by the Institutes under the guidance of Sevottam Cell of HIPA, Gurugram

- 1. Sevottam Compliant Citizens' Charter**
- 2. Service Quality Manual**
- 3. Service Quality Policy**
- 4. Standard Operating Procedures (SOPs)**