

Despite technical advancements and availability of latest gadgets, **human resources are critical** and most valued.

HoD to thoroughly **understand the work processes in different wings**, to take expert decision. For example in GHMC, there is wide variety of activities like Budget, Planning, Tax assessment, etc., each one has a different set of rules and procedures beyond the pale of comprehension for ordinary man.

Use of technology – Mail / WhatsApp / sms / facebook / twitter handle – open up all channels of communication and be available to subordinate officers

Check official mails and respond as it enhances image and works as a better feedback mechanism

Give time to read Daily Tappal – it will give full picture of development

Visitors Management – Actually kills time – better management is crucial

Use Monitoring mechanisms – Weekly review schedule / Daily teleconferences / Physical meetings

Daily status updates – For example in GHMC Daily Status of Finances & Expenditure; PT Receipts; Building Permissions given, etc.,

Grievance management – Very crucial to review regularly

Avoid routinism – Some procedures might be routinely followed, which may be unnecessary in the current advancements;

Example: Replace physical inspection with Google maps

Decentralisation – Deal issues which require your precious time and delegate all others

eOffice – transactions transcend normal working hours, working days & hassle free

In case of urgency, any officer can send sms for level jumping and decision on urgent files

Field Visits – Spend maximum in the field, than deciding the matter across the table

Improve office work culture – Act Now / I Love My Job / Maryadaga Matladukundam / Etc.

Important issues – Attending review meetings with Govt. / Minister / Chief Minister
Be prepare thoroughly / Contemplate the contingencies & be ready

Things which cannot be overlooked

1. Legal Cases / especially contempt cases
2. RTI Applications

Be ahead of times – if you contemplate the situation beforehand and take a simple administrative measure, it is considered a “reform”, but if the same is delayed things will get complicated and you need to take a course correction

Ex:- Negotiable Instrument Act was amended to make “Cheque Bounce” a criminal offence

When Parliament passed this amendment, it has not contemplated the impact on Criminal Courts

Criminal Courts are crumbled with lakhs of cheque bounce cases across India

Then Govt & Supreme Court is contemplating reforms in Courts Administration which include utilisation of physical infrastructure like Shift System in Courts, engagement of retired judges to work in shift system, curtailing holidays, computerization, etc., But these are yet to be finalized despite years rolling on