Effective Heads of Department

Presentation by

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Effective Heads of Department

- Defining Effectiveness
  - Capability to produce the desired results
  - Doing Right Things
    - Efficiency, Justice, Transparency,
    - Reliable, Efficient and Convenient service delivery
    - Multiple service delivery channels
      - Choice for the citizen
    - Effective and Smooth citizen interface
      - Attending and Resolving Citizen requests

Effective Heads of Department

- Identify components of job
  - General Development works
    - Benefits to citizens at large
      - Project approach for achieving desired goal
      - Supervision and Monitoring
  - Individual benefit works
    - Benefits specific individual
      - Justice the core focus
      - Simple and Transparent identification system
      - Honest service delivery system
      - Smooth interface with citizens
      - Multiple service delivery system – choice for citizen
      - Robust feedback system in place to assess the quality of service
      - Use of IT can be very effective in this area

Effective Heads of Department

- Regulatory functions
  - Empower the Citizen with information
    - Citizen should know his Rights, Duties and Liabilities
    - Trust citizens – most of the citizens are law abiding
    - Treat exceptional behaviour of citizen with firmness in accordance with law and procedures
      - You can be firm with smiling face
      - Say No when it is No.
    - Equality before law – the core value for this function
    - Highly Robust system of feedback through reliable mechanism
    - Listen to Citizen grievances – question of Right to Life and Liberty
    - No place for wrong doing by official machinery
      - Exemplary punishment for wrong doing
    - Win trust of citizen

Effective Heads of Department

- Citizen interface for service delivery
  - Simplify process to eliminate physical interface with citizen
  - If not possible, make essential physical interface smooth – remove roughness and edges
    - Make use of third party service delivery like Mee Seva
  - Switch over to Online Interface with citizens
- Use IT for
  - Information flow to citizens – empowered citizen - Website
  - Computerize service delivery transaction process for
    - Service delivery at office
    - Service delivery through Mee Seva Centres
    - Service Delivery Online
    - Smooth interface for citizen

Choice for citizen

Thank You

Suresh Chanda