

***Cell for
Information
Technology Training***

July 2009

Information Technology Cell

Training Programme on Information Technology Skills

AT the request of Punjab Mandi Board, IT Cell of the Institute organized a training programme on Information Technology skills for senior officers of the Punjab Mandi Board. The programme was meant to promote use of computers among the non-IT executives of the Board. Considering the constraints in availability of time with senior officers, the programmes were organized for two hours per day and necessary inputs were provided over a period of 10 days. The programmes had practical orientation and was designed to meet the needs of the officers in relation to their specific needs. Mandi Board has desired similar programmes to be organized for all the officers of the Board.



The IT Cell of the Institute can design and execute customized IT application training courses on demand by state government departments/agencies.

Contact: Shri Umang Sharma: usharma@mgsipap.org; Ph: 0172-2791228 Ext-226

August 2009

Information Technology Training Cell

Training on Numerical Data Management and Analysis

Training on Numerical Data Management and Analysis was imparted to the newly recruited Section Officers of State Government with a view to provide them basic knowledge and hands-on practice for using Microsoft Excel Sheet for analysis of numerical data. The training programme spanning over 4 weeks provided information on Excel interface, data management, formatting and printing of worksheets, conditional formatting, linking of cells/sheets, drawing charts and diagrams, filtering data, etc. Practice sheets supported by background reading material were given to the participants to supplement hands-on experience.

Contact: Shri Umang Sharma: usharma@mgsipap.org; Ph: 0172-2791228 Ext-226

September 2009

Information Technology Training Cell

The IT Training Cell at this Institute strives to train the employees of various departments and organisations of the State government in updating knowledge and developing skills on computer applications for performing efficiently.

In pursuance of the Cell's objective of designing customized training to meet the needs of the staff, discussions were held for considering the requirements and designing training programmes to enable the staff of the DPI (Secondary) to tabulate and process information through computer and make use of various digital storage devices like CD/DVD, Pen Drive, etc; using email and accessing the Internet.

A similar exercise was also carried out for the senior officers of Punjab Mandi Board, which has an effective Intranet system and needed training to enable its officers to take advantage of the system. The Institute would be organising a series of training programmes for the officers of the Mandi Board on better utilization of Intranet system.

Contact: Shri Umang Sharma: usharma@mgsipap.org; Ph: 0172-2791228 Ext-226

October 2009

Talk on “Applications of Computer Technology in Public Management”

The Institute proposes to set up a 'Centre for Smart Governance' to assist the State government in designing capacity building programmes and undertaking action research to achieve simple, moral, accountable, responsive and transparent government.

In order to enhance the knowledge of the officers on e-governance applications in the government departments, the Information Technology Training Cell at this Institute organized a talk on “Challenges and Precautions in the Applications of Computer Technology in Public Management” on 25th September 2009. About sixty officers from various government departments attended the talk that was delivered by Dr. D.C. Misra, IAS (Retd.), who is an e-governance researcher and consultant based at New Delhi. Dr Misra stated the trends that are reshaping the governments and societies worldwide. The Institute proposes to set up a 'Centre for Smart Governance' to assist the State government in designing capacity building programmes and undertaking action research to achieve simple, moral, accountable, responsive and transparent government.

Contact: Shri Umang Sharma: usharma@mgsipap.org; Ph: 0172-2791228 Ext-226

April 2010

SEVOTTAM

To be responsive to the stakeholders, it is necessary that suitable systems/procedures are developed to observe, record and understand the stakeholders expectations and perceptions. Hence, performance indicators based on stakeholders need and suggestions become essential tools to make an ideal service delivery model. The main parameters for measuring responsiveness are speed, accuracy, quality & accountability. The model should efficiently address these parameters to bring excellence in the public service delivery.

The Sevottam model aims at improving the quality of public service delivery with emphasis on three components, namely citizens' charter, grievances redressal and excellence in service delivery. Intermediate outcomes as indicated below are expected from compliance of conditions designed in the model for each of these three components.

The 12th report of Second Administrative Reforms Commission recommends that 1) Citizen Charter should be prepared for each independent unit under the overall umbrella of the department's charter 2) internal processes and structures should be reformed to meet the commitment given in the charter 3) periodic evaluation of Citizens' Charters should be done 4) steps should be taken for a strong and effective internal grievance redressal mechanism in each organization.

- i) **Citizens' Charter** publicly declare the information on citizens' entitlements; open up a channel for receiving citizen's inputs and encourage them to demand better services. The 12th report of Second Administrative Reforms Commission recommends that Citizen Charter should be prepared for each independent unit under the overall umbrella of the department's charter.
- ii) **Public Grievance Redress** must leave the citizen more satisfied with how the organization responds to complaints and concurrently avails such inputs for improvements in the design and context of service.
- iii) **Excellence in Service Delivery** lies in managing the key ingredients to ensure good service delivery and build capacity to continuously improve the same.

Usage options

Departments may use four broad ways in which this model can be used: (1) as a self-assessment tool by organizations already motivated to improve service delivery (2) as a requirement standard (3) as a benchmark assessment process to be established (4) as a rating model to recognize and reward organizations that are doing commendable work in service delivery. The Governments of Karnataka, Orissa, Madhya Pradesh and Himachal Pradesh have started using SEVOTTAM in their departments of Women & Child Development, Food Supplies, Public Health and Municipal Corporation, Shimla respectively.

Institute's action plan

As a capacity building exercise, the Institute is planning to organize the following:

1. **One-day orientation training programme on "IS:15700"** in collaboration with National Institute of Training for Standards(NITS) for the officers of Punjab Govt. It shall be followed by 3 days detailed training programme on the same. IS: 15700 is an Indian standard on service quality developed by Bureau of Indian Standards (BIS) in order to ensure minimum standard on service delivery by public service organizations.
2. **One-day sensitization workshop on SEVOTTAM** for the officers of Punjab Government to motivate the departments to come forward in adoption SEVOTTAM to improve their service delivery mechanism.

Contact : Dr.R.K.Sharma, AF (DS)/Umang Sharma, AF (SA); ard@mgsipap.org;
Ph 0172 2793589 Ext235/226

June 2010

Public Services Standards: Capacity Building and Implementation of IS 15700

Government is one of the largest service providers. To establish and implement a system in the government to provide quality services to citizens, the Bureau of Indian Standards (BIS) has prepared a standard, namely **IS 15700**. This standard is similar to the SEVOTTAM initiative of the Department of Administrative Reforms and Public Grievances, Ministry of Personnel, Government of India. It is a generic standard specifically designed for public service organizations.



Dr. A K Goyal of BIS with Mr D D Ternach, Director and Mr B K Srivastava, DG of the Institute

The Institute being a catalyst for change has taken the initiative of capacity building of the officers of state government in the implementation of IS:15700. We are writing to the departments to send nominations of officers for the same. Interested officers may informally send their expression of interest to the Institute if they wish to become the flagbearer for SEVOTTAM team.

Dr. A K Goyal, Head, Management Systems Certification, BIS, New Delhi was invited by the Institute to chalk out the strategy for capacity building and implementation of IS:15700 in the government. Office of Chief Electrical Inspector, Punjab was selected to begin with as BIS has already granted IS:15700 certification to the Office of Chief Electrical Inspector, Kerala.

HoDs who wish to introduce the certification are requested to inform us. The Institute will organize the whole programme without charging any money from the departments. Reasonable fee will be charged, however, from the PSUs and Boards.

Contact: Shri Umang Sharma, AF (SA); citt@mgsipap.org; Ph: 0172-2791228 Ext-229

August 2010

Cell for Information Technology Training

Handling Public Grievances through CPGRAM

In order to efficiently deal with the public grievances and their Redressal, Public Grievances division of Department of Administrative Reforms and Public Grievances (DARPG), Government of India in association with National Informatics Centre (NIC), New Delhi has developed a Centralized Public Grievances Redressal and Monitoring (CPGRAM) Software. It is an integrated web-based system aimed at submission of public grievances by the aggrieved citizens and its speedy redressal by public authorities. DARPG actively supports the customization and implementation of CPGRAM by the state governments according to their requirements.



Shri B. K. Srivastava, DG, during the meeting

Being a catalyst in the administrative reforms, the Institute took the initiative of suggesting the state government to take up the customization of CPGRAM as per its needs. A meeting was held under the Chairmanship of Hon'ble Public Grievances Minister, Punjab, who suggested the Institute to have a preliminary discussion on CPGRAM with the Secretary/Director, Public Grievances along with selected officers of NIC.

Accordingly, a consultation meeting was held on 16th July 2010 at the Institute under the chairmanship of Director General. Officers from NIC and Department of Public Grievances participated in the meeting. The modalities and required modifications in the software were discussed. It was desired that besides being an instrument to handle public grievances, the CPGRAM should provide data for classifying/categorizing complaints and develop systems which are more public-friendly and follow the Citizen Charter.

Contact: Umang Sharma; citt@mgsipap.org; Ph: 0172-2791228 Ext-226

