

Implementation of reforms pertaining to PG Division

1. Implementation of Sevottam - a model of Citizen Centric Governance:

The Government of India has redefined the role of citizens and service users as stakeholders and participants through institutionalization of the tenets of citizen centric governance in the Sevottam model. Sevottam model is a service delivery standard comprising of three modules namely; effective implementation of Citizens' Charter, a good Grievance Redress System and achievement of Excellence in Service Delivery. Sevottam owes its origin to the Department of Administrative Reforms & Public Grievances (DAR&PG) and it culminates in accreditation under IS 15700:2005 benchmark of the Bureau of Indian Standards (BIS). Department of Posts is the first Department in the Central Government to obtain and also renew Sevottam Certification for its operative outlet, namely, New Delhi General Post Office (Gol Dak Khana), New Delhi. The Department has taken up a project during the year 2011-12 to attain Sevottam Certification for 78 Head Post Offices across the country. The certification under Indian Standards(IS) 15700:2005 is under the final phase of implementation.

For developing Sevottam compliant Citizen's Charter, the Department has been conferred trophy of Excellence in the RFD. The Department has also been shortlisted for Prime Minister's Awards for Excellence in Public Administration (2011-12) for implementing Sevottam Compliant Citizen's/Client's Charter and Sevottam Compliant web based Computerized Customer Care System (CCC) Grievance Redress Mechanism (GRM). A High Power Expert Committee entrusted with selection of PM's Award has already visited the Postal Directorate and Operative Office in Delhi Circle on 3.1.2013.

2. Implemented Sevottam Compliant Grievance Redress Mechanism (GRM)

The GRM is an integral part of the Citizen's Charter, and the Department has upgraded its own Computerized Customer Care Center (CCCC) based GRM and made it Sevottam Compliant. The upgraded Sevottam compliant Computerized Customer Care system has been made operational in 13,480 offices.

The Department is also operating Centralized Public Grievance Redressal and Monitoring System (CPGRAMS), which is also known as PG Portal and managed by the Department of Administrative Reforms and Public Grievances (DAR&PG), in all Circles, Regions and Divisions. Complaints received in DAR&PG, Department of Public Grievances (DPG) under Cabinet Secretariat, President's Secretariat and cases registered by consumers of Postal Services are processed in this system which is accessible at the website www.pgportal.gov.in. A link to the PG Portal has also been provided on the website of the Department.

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3. International Standard Certification ISO 9001:2008:

Under the 'Performance Monitoring and Evaluation System (PMES)', the Government had included 'Finalize an action plan to implement ISO 9001:2008 Certification' as a mandatory success indicator in the RFD 2011-12. The Department has formulated an action plan for attaining certification under ISO 9001:2008 and submitted to Performance Monitoring Division under the Cabinet Secretariat. As a matter of policy, the Department has now decided to pursue implementation of ISO 9001:2008 in selected Post Offices. In the first phase, one operational unit of the Department is being selected for certification under ISO 9001:2008.

4. Implementation of Right to Information Act 2005

CAPIO module developed by NIC for use of the department has been made functional in 4707 Post Offices. Offices selected under Project Arrow are being authorized to act as Central Assistant Public Information Officers (CAPIOs) in addition to the existing ones. Besides, the Department has appointed 952 CPIOs to implement Right to Information Act, 2005 in the Department of Posts.