

GOVT. OF NATIONAL CAPITAL TERRITORY OF DELHI
OFFICE OF THE CHIEF SECRETARY
5TH LEVEL, DELHI SECTT., I.P. ESTATE, NEW DELHI-02


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CIRCULAR

Efficient service delivery is one of the prime objectives of any Government. With the passage of time, administrative processes can become misaligned vis-à-vis Government objectives. The problems faced by people can relate to long queues, tedious procedures, quality related issues, lack of transparency and corruption etc. This requires radical redesign of Government processes to improve performance.

- (2) In order to bring transformation, certain steps can be taken forthwith i.e.
- (i) Each department/agency should list out the services being delivered and prepare a work flow for each service.
 - (ii) Metrics of performance should be decided for each of these services in terms of service delivery time, cost, speed of delivery and other parameters. This can be based on available best practices.
 - (iii) A list of interventions (people, process or technology related) should then be worked out to move from the current state to the desired state where expectations of the citizens can be exceeded. The interventions could be in terms of elimination, organization, standardization, integration and automation of the departmental activities etc.
 - (iv) An action plan based on the above should be prepared prioritising those services which are critical/high volume services. The action plan should briefly indicate the resources required and the phasing schedule.
- (3) The above roadmap should be prepared and sent by end February.


(S.K. Srivastava)
Chief Secretary

✓ All Principal Secretaries/Secretaries/HODs/Head of Autonomous & Local Bodies,
Govt. of NCT of Delhi.