

No. A-46020/142/2007-Coord.  
Government of India  
Ministry of Urban Development  
( Coordination Section )

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Nirman Bhavan, New Delhi-110011  
Dated 31<sup>st</sup> August, 2007

OFFICE MEMORANDUM

**Subject :- Capacity Building for Good Governance - Model for Benchmarking Excellence in Public Service Delivery (Sevottam).**

The undersigned is directed to refer to Coordination Section's O.M. of even number dated 5<sup>th</sup> June, 2007 and CPWD's subsequent reply No. 8/9/2007-S&D/788 dated 8<sup>th</sup> June, 2007 on the subject mentioned above.

The Action Plan for implementation of SEVOTTAM as desired by Deptt. of Administrative Reforms & Public Grievances has not yet been received from CPWD.

It is requested that requisite Action Plan may be sent to Coordination Section in the Ministry **by 5<sup>th</sup> September, 2007 positively.**

As the matter is being personally supervised by Secretary (UD), **Top Priority** may be accorded to the matter

Handwritten stamp and notes:

31 AUG 2007  
No. 3012

( N. Namasivayam )  
Director (Coord.)  
Tel. No. 23061062

Central Public Works Department  
[ Shri D.C. Goel, Director (S&D) ]  
Nirman Bhavan  
New Delhi.

SUBJECT Capacity building for Good governance - ~~mode~~  
benchmarking excellence in Public Service Delivery (Sevottam)

REFERENCE MoUD No. A-46020/142/2007-Coord. Dated 31.08.07

The copy of the reference is placed on reverse of this page for perusal. The same has been discussed with ADG(TD) on 11.09.07. The nodal officers for various aspects for benchmarking excellence are as hereunder -

A	Mission and vision statement	Director (S&D)
B	Citizen Charter	DDG(W)
C	Grievance Redressal Mechanism	CE (CSQ)

The next review meeting has been fixed on 14.09.07 at 1600 hours in the chamber of ADG(TD). He has desired that during the said review meeting following shall be discussed -

- A **Mission and vision statement**  
Final statements shall be evolved. Members of the committee were requested to send their views on the proposed mission and vision statement as was circulated by SE (TLQA) vide his Minutes of the meeting dated 24.08.07 (meeting was held on 22.08.07). The same are still awaited. The members are requested to send the same to Director (S&D) immediately so that a final statement can be developed for final consideration of the committee on 14.09.07 and can then be submitted to DG(W) for his approval. Action : All committee members and Director (S&D)
- B **Citizen Charter**  
Preliminary format for Citizen Charter shall be discussed. DDG(W) may propose the same during the meeting. Date of submission of final draft may also be intimated during the meeting. Action : DDG(W)
- C **Grievance Redressal Mechanism**  
Present status shall be reported by CE (CSQ) during the meeting. Date of final submission for approval of DG(W) may also be intimated during the meeting. Action : CE CSQ

This is issued after prior discussion with ADG(TD) referred above.

*D C Goel*  
(D C GOEL)  
Director (S&D)

- 1 DDG(W)
- 2 CE CSQ
- 3 CE (Valuation) Delhi
- 4 CE (E) DR
- 5 CE (E) NR
- 6 CE CDO
- 7 SE (TLQA)

*SE/Systems*  
*n A bz*