



CITIZEN CHARTER

SECRETARIAT ADMINISTRATION DEPARTMENT

GOVERNMENT OF ASSAM

DISPUR

Introduction: Secretariat Administration Department is a non-development department and mainly concerned with the administration of the Assam Secretariat (Civil). It deals with the establishment matters of the officers and staff of the Assam Secretariat Services. It provides the logistic support to Council of Ministers and Departments. The Secretariat Administration Department was constituted in 1952.

Vision: Creating efficient & effective support system for functioning of Government.

Mission: Providing up to date modern facilities and capacity building of employees for proper functioning of Government machinery in discharge of their duties.

Detail of Business transacted by the organization:

- Establishment matters of Grade-II, III, IV, Stenographers & peons.
- Recruitment and promotion of the above mentioned categories of staff.
- Pay and allowances to the staff of Assam Secretariat.
- Maintenance and cleanliness of Assam secretariat Complex.
- Addressing grievances in public facilitation center.
- Purchase and allotment of Vehicle to ministers and Officers of Assam Secretariat.
- Organizing Training to staff of Assam Secretariat.
- Allocating office space to Ministers, Departments, Officers.

Clients:

- Ministers
- Departments
- All Officers
- Staff
- Public
- Vendors
- Directorate of Archives

We deliver the following Service:

- Issuance of online permanent and temporary vehicle entry pass.
- Payment of salary, TA, DA, LTC, Medical Bill, GPF advance, Fuel expenditure, Mobile Phone Bill and Magazine, News Paper Bills.
- Issuing departmental identity card, temporary entry pass and visitors pass.
- Issuing office items to department on demand.
- Providing supporting staff to Ministers and Senior Officials on demand.
- Allocating office space to Ministers, Departments, Officers.
- Allotment of vehicle to the Council of Ministers/ Officials.
- Deployment of Secretariat Service staff and peons in various department of Secretariat.
- Issuance of online car pass and entry pass.
- Providing office stationary, instruments and equipments to departments.

Service provided to client groups:

| Sl. No. | Clients | Service |
|----------------|---------------------------------------------------|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| 1 | Ministers | <ol style="list-style-type: none">1. Allocating office space.2. Deployment of Personal staff.3. Providing vehicle.4. Payment of Salary, allowances and pensions.5. Issuing office items.6. Issuing car pass to pool vehicle. |
| 2 | Departments | <ol style="list-style-type: none">1. Allocating office space.2. Deployment of Ministerial Staff.3. Deployment of peons.4. Issuing office items.5. Issuing car pas to pool vehicle. |
| 3 | Senior Officers | <ol style="list-style-type: none">1. Allocating office space.2. Deployment of Personal staff.3. Providing vehicle.4. Payment of salary, allowances, bills, pensions and GPF advance.5. Issuing office items.6. Issuing car pass to pool vehicle. |
| 4 | Staff | <ol style="list-style-type: none">1. Payment of salary, allowances and pensions.2. Training and promotion.3. Providing Uniform to Grade-IV staff. |
| 5 | Public | <ol style="list-style-type: none">1. Issuing visitors pass, temporary entry pass and car pass. |
| 6 | All recognized Secretariat Union/ Associations | <ol style="list-style-type: none">1. Taking up appropriate steps to fulfill the genuine demands related to welfare of Secretarial staff. |
| 7 | Vendors | <ol style="list-style-type: none">1. Payment to vendors for invoices submitted complete in all respect. |

Our aim is to achieve the following service delivery/quality parameters

| Sl. No. | Nature of Service | Service Delivery Standard Time Limit (Days/ Hours/minutes) | Process/ work flow | Documents required | Fee (if any) | Contact detail of responsible officer for service delivery |
|---------|--------------------------------------------------------------------------------------------------------------------------------|-----------------------------------------------------------------------------|---------------------------------------------------------------------------------------------------------------------------------------------|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|--------------|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| 1 | Issuance of online permanent and temporary vehicle entry pass and entry pass to officials and leading citizen. | 7 days | 1. Log in through assam.gov.in portal and apply. 2. Accept or reject. 3. Matter disposed. | 1. ID proof of applicant. 2. Registration Certificate of vehicle. 3. Driving License of Driver. 4. Entitled person as per OM No.S(E)142/2015/7, dtd. 12/10/2015. | Nil | Shri Nabadeep Pathak, ACS, Deputy Secretary. Block-A, 2 nd Floor, Assam Secretariat, Dispur. Contact No.: 9954079937 e-mail: npathak.acs@assam.gov.in |
| 2 | Payment of salary, TA, DA, LTC, Medical Bill, GPF advance, Fuel expenditure, Mobile Phone Bill and Magazine, News Paper Bills. | Salary- 15 days TA, DA etc.- 7 days from the date of receipt of celling. | Dealing Assistant submit the bill to Accountant and DDO pass the bill after clearance of Accountant. | 1. Bills complete in all respects. 2. Tour Diary/ Ticket in case of TA, LTC etc. Bill Vouchers in case of Medical Bill, Telephone Bill etc. | Nil | 1. Shri Manohar Mandal, Deputy Secretary. Block-A, 1 st Floor, Assam Secretariat, Dispur. Contact No.: 9864137232. e-mail: manohar.mandal-as@gov.in 2. Shri Bhaskar Kr. Panda, Deputy Secretary. Block-A, 1 st Floor, Assam Secretariat, Dispur. Contact No.: 9508361576. e-mail: bhaskar.panda@gov.in |
| 3 | Issuing departmental Identity card, temporary entry pass and visitors pass | 7 days | 1. Log in through assam.gov.in portal and apply. 2. Request processed by Deputy Secretary. 3. Accept or reject. 4. Matter disposed | 1. For identity card order of transfer, joining is required. 2. For visitor pass only mobile number and one ID proof is required. 3. For temporary entry pass one ID proof, attachment/work order/ recommendation from Secretary of department. | Nil | 1. Shri Nabadeep Pathak, ACS, Deputy Secretary. Block-A, 2 nd Floor, Assam Secretariat, Dispur. Contact No.: 9954079937 e-mail: npathak.acs@assam.gov.in 2. Smti. Sushmita Kakati, ACS, Deputy Secretary. Block-A, 2 nd Floor, Assam Secretariat, Dispur. Contact No.: 9864057717 e-mail: sushmita.acs@assam.gov.in |

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| 4 | Issuing office items to department on demand. | Same day/ 3 days in case of non-availability of items. | Requisition received online and items issued on the basis of availability. | Copy of Requisition. | Nil | 1. Shri Deba Prasad Misra, ACS Additional Secretary, Block-A, 2 nd Floor, Assam Secretariat, Dispur. Contact No.: 9435107379 e-mail: dpmisra@aasc.gov.in 2. Smti. Sushmita Kakati, ACS, Deputy Secretary. Block-A, 2 nd Floor, Assam Secretariat, Dispur. Contact No.: 9864057717 e-mail: sushmita.acs@assam.gov.in |
| 5 | Providing supporting staff to Ministers and Senior Officials on demand | Same day | Verbal/ written request, then as per entitlement staff is provided as per OM No.ABP.40/65/Pt/78, dtd. 06/07/1978 & U/O No.S(E)66/96/42, dtd. 19/08/1996. | N.A. | Nil | Shri S.N. Das, Deputy Secretary. Block-A, Ground Floor, Assam Secretariat, Dispur. Contact No.: 7002269972 e-mail: satyendranath.das@gov.in |
| 6 | Allocating office space to Ministers, Departments, Officers | Same day | Verbal/ written request, then space allotted as per entitlement & convenience of Ministers/ departments as per Manual of Office Procedure Secretariat 1981. | N.A. | Nil | Smti. Sushmita Kakati, ACS, Deputy Secretary. Block-A, 2 nd Floor, Assam Secretariat, Dispur. Contact No.: 9864057717 e-mail: sushmita.acs@assam.gov.in |
| 7 | Allotment of vehicle to the Council of Ministers/ officials. | Same day | Verbal/ written request, then as per availability and entitlement vehicle is issued as per Office Order No.S(E)19/2004/5, dtd. 21/07/2005. | N.A. | Nil | Shri Nabadeep Pathak, ACS, Deputy Secretary. Block-A, 2 nd Floor, Assam Secretariat, Dispur. Contact No.: 9954079937 e-mail: npathak.acs@assam.gov.in |

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| 8 | Payment to vendors for invoices submitted complete in all respect. | 30 days | 1. Examination of Invoices. 2. Processing of invoices. 3. Issuing sanction for payments. | Bills/ Invoices complete in all respect. | Nil | Dr. M. Angamuthu, IAS, Commissioner & Secretary, CM Block, 3 rd Floor, Assam Secretariat, Dispur. Contact No.: 0361-2237230 e-mail: angamuthuias@nic.in |
| 9 | Sanction of leave | 7 days | a) Application approved by Additional Secretary, then b) Sanctioned. | a) Application in proper format b) Leave admissibility Report. | Nil | Shri Nityananda Boro, Deputy Secretary, Block-A, 3 rd Floor, Assam Secretariat, Dispur. Contact No.: 9365472520 e-mail: nityananda.boro@gov.in |
| 10 | Issue of Administrative approval in respect of Directorate of Archives. | 30 days | a) Estimates received from the Directorate of Archives. b) Approved by Principal Secretary. | a) Budget Provision b) Priority list | Nil | Smti. Sushmita Kakati, ACS, Deputy Secretary. Block-A, 2 nd Floor, Assam Secretariat, Dispur. Contact No.: 9864057717 e-mail: sushmita.acs@assam.gov.in |
| 11 | Issue of Financial Sanction | 30 days | After administrative approval Financial sanction is issued. | 1. Budget Provision. 2. Copy of Administrative Approval 3. Plan and Estimate. | Nil | 1. Shri S.N. Das, Deputy Secretary. Block-A, Ground Floor, Assam Secretariat, Dispur. Contact No.: 7002269972 e-mail: satyendranath.das@gov.in 2. Smti. Sushmita Kakati, ACS, Deputy Secretary. Block-A, 2 nd Floor, Assam Secretariat, Dispur. Contact No.: 9864057717 e-mail: sushmita.acs@assam.gov.in 3. Shri Nityananda Boro, Deputy Secretary, Block-A, 3 rd Floor, Assam Secretariat, Dispur. Contact No.: 9365472520 e-mail: nityananda.boro@gov.in |

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| 12 | Issue of FOC | 30 days | After administrative approval FOC is issued. | 1. Copy of Financial Sanction. 2. Finance Clearance. | Nil | Dr. M. Angamuthu, IAS, Commissioner & Secretary, CM Block, 3 rd Floor, Assam Secretariat, Dispur. Contact No.: 0361-2237230 e-mail: angamuthuias@nic.in |
| 13 | Sanction of GPF Advance | 30 days | After approval of Secretary GPF advance is sanctioned. | 1. Formal Application 2. GPF statement. | Nil | Shri Nityananda Boro, Deputy Secretary, Block-A, 3 rd Floor, Assam Secretariat, Dispur. Contact No.: 9365472520 e-mail: nityananda.boro@gov.in |
| 14 | Issuing appointment letter | 6 Months | 1. Merit list is prepared on the basis of written examination. 2. After proper verification and receipt of medical report Appointment letter issued as per vacancy. | 1. Selection committee list. 2. Police verification report. 3. Medical report. | Nil | Shri S.N. Das, Deputy Secretary. Block-A, Ground Floor, Assam Secretariat, Dispur. Contact No.: 7002269972 e-mail: satyendranath.das@gov.in |
| 15 | Issuing Promotion Order. | 30 days | 1. Constitute Departmental Promotion committee. 2. Examination of ACRs. 3. Tenure of service 4. Issue Promotion Order as per post vacancy. | 1. Selection committee list. 2. ACRs. | Nil | Shri S.N. Das, Deputy Secretary. Block-A, Ground Floor, Assam Secretariat, Dispur. Contact No.: 7002269972 e-mail: satyendranath.das@gov.in |
| 16 | Sending Pension Papers for retired persons. | 30 days | Pension papers forwarded to AG Office. | Duly filled up Pension Paper Form. | Nil | Shri Nityananda Boro, Deputy Secretary, Block-A, 3 rd Floor, Assam Secretariat, Dispur. Contact No.: 9365472520 e-mail: nityananda.boro@gov.in |

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| 17 | Uploading of Acts/ Rules/OM/Circulars | 10 days | Upon amendment of any Act/ Rule and issue of OM/ Circular it is uploaded. | Concerned Acts/ Rules/OM/Circulars | Nil | Smti. Sushmita Kakati, ACS, Deputy Secretary. Block-A, 2 nd Floor, Assam Secretariat, Dispur. Contact No.: 9864057717 e-mail: sushmita.acs@assam.gov.in |
| 18 | Updating of Website | 7 days | Upon receiving of Govt. Notification/ Order etc. from concerned branch it is Updated on website. | Database of officials and staff of Secretariat Administration Department. | Nil | 1. Shri Deba Prasad Misra, ACS Additional Secretary, Block-A, 2 nd Floor, Assam Secretariat, Dispur. Contact No.: 9435107379 e-mail: dpmisra@aasc.gov.in 2. Smti. Sushmita Kakati, ACS, Deputy Secretary. Block-A, 2 nd Floor, Assam Secretariat, Dispur. Contact No.: 9864057717 e-mail: sushmita.acs@assam.gov.in |
| 19 | Issuing Order for inclusion of additional services under RTPS Act. | 6 Months | 1. Identification of service to be included under RTPS Act. 2. Proposal made and forwarded to Administrative Reforms & Training Department. | Nil | Nil | Dr. M. Angamuthu, IAS, Commissioner & Secretary, CM Block, 3 rd Floor, Assam Secretariat, Dispur. Contact No.: 0361-2237230 e-mail: angamuthuias@nic.in |
| 20 | Issuing information under RTI Act. | 30 days | Available Information is provided. | Application | 1. Application fee: Rs.10/- 2. Further fee: Rs.2/- @ per page. | 1. Shri S.N. Das, Deputy Secretary. Block-A, Ground Floor, Assam Secretariat, Dispur. Contact No.: 7002269972 e-mail: satyendranath.das@gov.in 2. Shri Nityananda Boro, Deputy Secretary, Block-A, 3 rd Floor, Assam Secretariat, Dispur. Contact No.: 9365472520 e-mail: nityananda.boro@gov.in |

Details of grievance redressal mechanism: Grievances may be lodged online at website www.assam.gov.in

| Sl. No. | Nature of Service | Grievance redressal mechanism | Grievance redressal timing | Responsible Officer (RO) with Address, Phone Number & e-mail ID | In case of no response from RO-I then contact (RO-II) |
|---------|--------------------------------------------------------------------------------------------------------------------------------|-------------------------------------------------------------------------------------------------------------------------------------------|----------------------------|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| 1 | Issuance of online car pass and entry pass to officials and non-officials. | User can give feedback/ complain using appropriate link given in Secretariat e-pass system or can write on plain paper/e-mail to the R.O. | 30 days | Shri Nabadeep Pathak, ACS, Deputy Secretary. Block-A, 2 nd Floor, Assam Secretariat, Dispur. M. No.: 9954079937 e-mail: npathak.acs@assam.gov.in | Dr. M. Angamuthu, IAS, Commissioner & Secretary, CM Block, 3 rd Floor, Assam Secretariat, Dispur. Contact No.: 0361-2237230 e-mail: angamuthuias@nic.in |
| 2 | Payment of salary, TA, DA, LTC, Medical Bill, GPF advance, Fuel expenditure, Mobile Phone Bill and Magazine, News Paper Bills. | Grievances may be written on plain paper & submitted to R.O. | 10 days | 1. Shri Manohar Mandal, Deputy Secretary. Block-A, 1 st Floor, Assam Secretariat, Dispur. Contact No.: 9864137232. e-mail: manohar.mandal-as@gov.in 2. Shri Bhaskar Kr. Panda, Deputy Secretary. Block-A, 1 st Floor, Assam Secretariat, Dispur. Contact No.: 9508361576. e-mail: bhaskar.panda@gov.in | Dr. M. Angamuthu, IAS, Commissioner & Secretary, CM Block, 3 rd Floor, Assam Secretariat, Dispur. Contact No.: 0361-2237230 e-mail: angamuthuias@nic.in |
| 3 | Issuing departmental identity card, temporary entry pass and visitors pass. | User can give feedback/ complain using appropriate link in Secretariat e-pass system or can write on plain paper/e-mail to the R.O. | 30 days | Shri Nabadeep Pathak, ACS, Deputy Secretary. Block-A, 2 nd Floor, Assam Secretariat, Dispur. M. No.: 9954079937 e-mail: npathak.acs@assam.gov.in | Dr. M. Angamuthu, IAS, Commissioner & Secretary, CM Block, 3 rd Floor, Assam Secretariat, Dispur. Contact No.: 0361-2237230 e-mail: angamuthuias@nic.in |

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|---------|-------------------------------------------------------------------------|--------------------------------------------------------------|----------------------------|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| 4 | Issuing office items to department on demand. | Grievances may be written on plain paper & submitted to R.O. | 30 days | 1. Shri Deba Prasad Misra, ACS Additional Secretary, Block-A, 2 nd Floor, Assam Secretariat, Dispur. Contact No.: 9435107379 e-mail: dpmisra@aasc.gov.in 2. Smti. Sushmita Kakati, ACS, Deputy Secretary. Block-A, 2 nd Floor, Assam Secretariat, Dispur. Contact No.: 9864057717 e-mail: sushmita.acs@assam.gov.in | Dr. M. Angamuthu, IAS, Commissioner & Secretary, CM Block, 3 rd Floor, Assam Secretariat, Dispur. Contact No.: 0361-2237230 e-mail: angamuthuias@nic.in |
| 5 | Providing supporting staff to Ministers and Senior Officials on demand. | Grievances may be written on plain paper & submitted to R.O. | 30 days | Shri S.N. Das, Deputy Secretary. Block-A, Ground Floor, Assam Secretariat, Dispur. Contact No.: 7002269972 e-mail: satyendranath.das@gov.in | Dr. M. Angamuthu, IAS, Commissioner & Secretary, CM Block, 3 rd Floor, Assam Secretariat, Dispur. Contact No.: 0361-2237230 e-mail: angamuthuias@nic.in |
| 6 | Allocating office space to Ministers, Departments, Officers. | Grievances may be written on plain paper & submitted to R.O. | 10 days | Smti. Sushmita Kakati, ACS, Deputy Secretary. Block-A, 2 nd Floor, Assam Secretariat, Dispur. M. No.: 9864057717 e-mail: sushmita.acs@assam.gov.in | Dr. M. Angamuthu, IAS, Commissioner & Secretary, CM Block, 3 rd Floor, Assam Secretariat, Dispur. Contact No.: 0361-2237230 e-mail: angamuthuias@nic.in |
| 7 | Complaint Redressal System | Complaints may be written on plain paper & submitted to R.O. | 30 days | Shri S.N. Das, Deputy Secretary. Block-A, Ground Floor, Assam Secretariat, Dispur. Contact No.: 7002269972 e-mail: satyendranath.das@gov.in | Dr. M. Angamuthu, IAS, Commissioner & Secretary, CM Block, 3 rd Floor, Assam Secretariat, Dispur. Contact No.: 0361-2237230 e-mail: angamuthuias@nic.in |

Expectation from clients:

- Application/ proposals are to be submitted in the formats prescribed.
- Relevant document/ enclosures to be submitted with the application.
- Time lines stipulated if any for completion of formalities for the services delivery are to be adhered to.
- Any query on the programme, scheme or activity of the department should be specific.

For information outside Office hours, please contact:

Name and Designation of the contact person:

| Name and Designation of the officer | Address for correspondence | Telephone / Fax/e-mail |
|--------------------------------------------------------------------------|--------------------------------------------------------------|----------------------------------------------------------------------------|
| Smti. Sushmita Kakati, ACS, Deputy Secretary to the Govt. of Assam | Block-A, 2 nd Floor, Assam Secretariat, Dispur | Contact No.: 9864057717 e-mail: sushmita.acs@assam.gov.in |

Evaluation, review & feedback:

Regular evaluation is necessary to improve the standards of the service provided by the organization. It also builds confidence among the stakeholders regarding the quality of service and assists in building standards for service performance. The results of the evaluation if widely publicized will enable process review and re-engineering of bottlenecks in respect of service delivery. Evaluation can be made more effective through computerization and online access of information for top management and a provision of rewarding employees who render exceptional service quality.

Internal Evaluation:

Some of the measures of internal evaluation should be as follows:

- The core group formed for the evaluation purpose should monitor organization's performance vis-a-vis commitments made in the charter on a regular basis (once every months) and keep the relevant Branch Officer informed in case of any issues.
- Published data related to performance of the organization with regard to commitments made in the Citizen's charter in the annual report and share it with stakeholders through appropriate media.
- Evaluate data received from stakeholder questionnaires and list out services requiring further improvement.

External Evaluation:

The external evaluation validates internal evaluation and improves transparency. It can even make known customer expectations and assist in fixing of correct user charges and willingness to pay.

- This evaluation should be done through assessment of level of satisfaction among stakeholders and the findings should be shared in the meeting at least once a year.
- The satisfaction survey can be done by an external agency or by directly distributing questionnaires to a random sample of various stakeholders. The survey should be done on a regular basis.

- A report card can be developed to quantify the level of satisfaction with the services on the basis of the questionnaire.

It is necessary to ensure that activities related to formulation/implementation of Citizen's Charter form a part of the Annual Action Plan of the Organization. Based on the feedback/assessment/evaluation, necessary steps should be taken for review/revision of the Citizen's Charter.

The focus of the review should be on formulating small but significant changes in the organization thus making service delivery process more visible and satisfactory. The annual report of the organization should include details of implementation of Citizen's charter and the same can be incorporated in employee performance review. The key parameters which should form the basis of review should include:

- Training of staff
- Decentralization and delegation of authority
- Technology upgradation
- Process review and restructuring
- Stakeholder confidence building measures.
