

PROVIDING GOOD GOVERNANCE THROUGH TIME-BOUND DELIVERY OF PUBLIC SERVICES

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– By Prakash Naik
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Delivering prompt, efficient and transparent services is of utmost importance to provide good governance to the people. Undoubtedly any ruling dispensation after taking over the reins of office always strives to work for the betterment of common man and yield desired results by initiating various measures in the interest of the State and its people.

People expect a lot from the elected representatives be it of local self bodies, members of Legislative Assembly and Parliament to meet their aspirations and expectations. But, this can be accomplished only when the public servants whose prime duty is to serve the masses render services effectively and with a sense of diligence and dedication.

Taking this aspect into account the Government headed by the Chief Minister, Dr. Pramod Sawant has embarked upon conducting series of programmes for Government officials be it orientation, workshop, training etc to refresh their minds and get themselves acquainted with rules and regulations and thus make them efficient, responsive and accountable to redress people's woes and offer prompt solutions to get their work done. In addition to this, the Government has already initiated slew of measures to make the administration responsive to the people's needs by providing them the benefit of each and every scheme and other basic amenities with the launch of its outreach programme called Government at your doorstep or in other words Sarkar Tumchya Daari aimed at resolving the grievances of the people with the deployment of Government Machinery, besides appointment of Swayampurna Mitra to facilitate general public, know about the welfare schemes of the Government and avail its benefit. The Swayampurna Goa initiative of the Government also aims to encourage people of Goa to

become Self –reliant by empowering them with maximum benefits of the State and Central Government Schemes.

Goa Government has also launched Digital Scheme to empower people in rural areas. This scheme envisages bringing selected Government Services at the people's doorsteps. The Gramin Mitra initiative saves their time and resources and ensures that no one is left behind in the digital age.

Inorder to provide orientation to Government officials about Sevottam and the Goa (Right of Citizens to Time Bound Delivery of Services) Act 2013 GIPARD in collaboration with Department of Administrative Reforms and Public Grievances conducted a day long training programme at Ela Farm, Old Goa recently wherein in 24 officers/officials from Key Government Departments were adequately enlightened by the resource persons namely, Adv. Savio Travasso, Shri. Ashok Dessai, Retired officer (Goa Civil Service) and Shri. N. D. Agarwal, ex - Collector, South Goa District. I was also one of the participant being attached to the Department of Information and Publicity.

The workshop focussed on Quality Management System leading to Sevottam, addressing Public Grievances, Citizen Charter and to identify the need for excellence in Public Service Delivery and to create awareness among the participants for providing timely services to the citizens.

The workshop also touched upon other aspects related to appointment of Public Grievance Officer for each and every Department for timely redressal of Grievance, bringing out Citizen Charter of the Government Departments for dissemination of information amongst general public and building capability and excellence in service delivery.

Conducting workshops for Government officers/officials of such magnitude is the need of the hour to improve competency, gain knowledge and develop skills to discharge duties effectively.

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