**Provisional Chart for implementation of SEVOTTAM**

**(Visakhapatnam – I Commissionerate)**

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| Stage | % of work for completion | Criteria/ Requirements | Remarks |
| 1 | 20% | Citizen Charter displayed | Fulfilled |
| Core Team of 4-5 identified | Fulfilled |
| Service Quality Manual (SQM) received from DG (Inspection)/website: www.dgicce.nic.in | Fulfilled |
| Sevottam Sensitization done | Fulfilled |
| Officers trained at BIS/NACEN/ In-house training | Fulfilled |
| 2 | 60% | Services at site identified | Fulfilled |
| Process owners for each service appointed | Fulfilled |
| Work instructions issued to update existing procedures as SQM procedures | Fulfilled |
| SQM procedures made available at point of use | Fulfilled |
| Public Grievance Officer appointed | Fulfilled |
| Data collected in standardized format in register for each service | Fulfilled |
| Service Quality Policy displayed | Fulfilled |
| Data gathered is measured for 80% timeliness compliance | Fulfilled |
| 3 | 85% | Analysis done on resource required for 80% compliance | Fulfilled |
| Resource provided for single window facility | Fulfilled |
| Resource provided for information & facilitation | Fulfilled |
| Citizen feedback system in place with the feedback proactively collected | Fulfilled |
| Internal auditor appointed and audit plan drawn | Fulfilled |
| Internal audit conducted with preventive & corrective actions highlighted as non-conformity | Fulfilled |
| 4 | 95% | Internal audit report discussed in Management Review meeting | Fulfilled |
| Any Non-conformities  | Identified & corrective measures initiated |
| Resources provided wherever required to sustain | Resource requirement is constantly assessed and being provided to sustain |
| 5 | 100% | Applied for IS 15700 certification | Fulfilled |
| Any non-conformity highlighted by certifying agency removed | No Non-Conformity. Certificate is granted |