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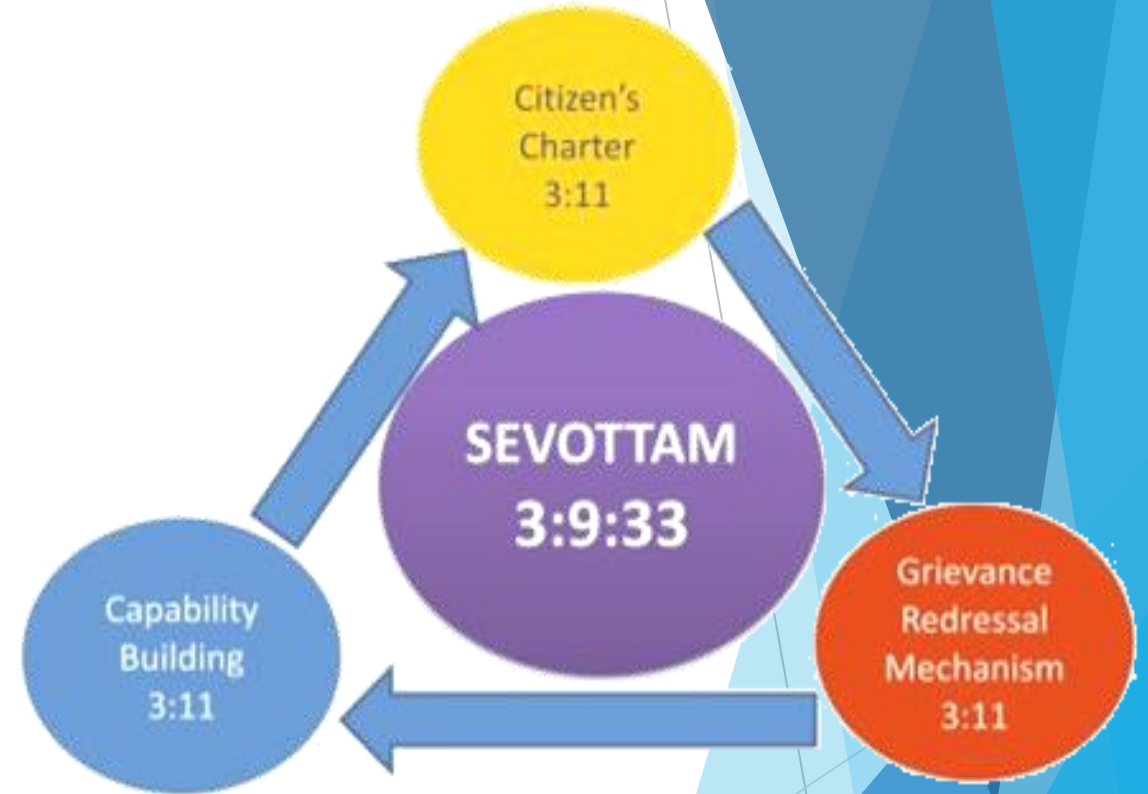


Sevottam Certification Process of BIS And Introduction of IS 15700:2018

Sevottam - Components/Modules

▶ Sevottam is a citizen-centric approach which comprises of 3 components:

1. **Citizen Charter and Service Standards** - The document where a public sector organization declares its key services along with delivery timelines & requirements.
2. **Public Grievances** - The receipt, redressal & prevention of grievances.
3. **Service Delivery Enablers** - Includes customer feedback, employee motivation & infrastructure.



Integrated Model for Assessing Service Delivery

Modules (3)		Criteria (9)	
Integrated Model for Assessing Service Delivery	Citizen Charter	1.1	Implementation
		1.2	Monitoring
		1.3	Review
	Public Grievance Redress	2.1	Receipt
		2.2	Redress
		2.3	Prevention
	Service Delivery Capability	3.1	Customers
		3.2	Employees
		3.3	Infrastructure

Citizens' Charter

- ▶ Contains Vision & Mission Statement of the Organization
- ▶ Contains list of Key Services being offered by the Organization
- ▶ Enlists Measureable Service Standard for the Services provided & Remedies available to the Customer for Non-Compliance
- ▶ Represents the Organization's Commitment towards its clients, is printed in simple local understandable language & is non-discriminatory
- ▶ Describes the Complaint Handling Process & mentions address of the Public Grievance Officer
- ▶ Is periodically Reviewed & Improved
- ▶ Highlights expectation of the Organization from its Clients & Stakeholders



Citizen's Charter

Citizen-Centric Administration by way of Sevottam: Citizens' Charter Components

Module	Criteria		Elements	
Module 1: Citizens' Charter & Service Standards	1.1	Implementation	1.1.1	Identification of Services offered and their Standards
			1.1.2	Understanding Citizen Expectations
			1.1.3	Aligning Services offered with Citizen Expectations
			1.1.4	Preparation of Citizens' Charter
			1.1.5	Understanding of Charter Contents
	1.2	Monitoring	1.2.1	Comparison of Actual with Prescribed Standards
			1.2.2	Communication about differences in Actual and Prescribed Standards
			1.2.3	Elimination of differences between Actual and Prescribed Standards
	1.3	Review	1.3.1	Charter Effectiveness assessment
			1.3.2	Alignment of Charter with changes in environment
			1.3.3	Awareness about changes in Service Standards and Charter

Sevottam - Applications

- ▶ There are four broad ways in which the Sevottam model can be used:-
 - i) As a self-assessment tool by organizations already motivated to improve service delivery
 - ii) As a requirement standard
 - iii) As a benchmark assessment process
 - iv) As a rating model to recognize & reward organizations for commendable work in service delivery



Sevottam - Benefits

- ▶ Enables organizations to undertake a systematic, credible & authenticated gap-analysis for citizen-centric service delivery
- ▶ Demonstrates the commitment to Quality Improvement
- ▶ Enhances the Service image of Public Service
- ▶ Accountability & Reassurance to Citizen
- ▶ Drives towards improvement of Process & Service Delivery
- ▶ Ensures Management Commitment
- ▶ Enables Staff Motivation
- ▶ Involves Citizens in the Process & helps gauging to get their Services requirement/ Expectations



Sevottam: Requirements for Certification

- ▶ In order to apply for Sevottam certification, an organization must initially undertake a self-assessment to ensure that it has complied with the requirements detailed in the IS 15700 standard.
- ▶ The standard specifies requirements to be met in terms of several dimensions including documentation requirements, management responsibilities, resource management, citizens' charter, service provision, complaint handling, monitoring, and continuous improvement.
- ▶ Once the required processes have been introduced, the organization can approach, if it so desires the certifying authority for assessment.
- ▶ If unsuccessful, the organization will have to re-assess its service standards and processes and repeat the above process to apply for certification.
- ▶ If successful, it will attain Sevottam certification, which will be valid for a period of three years, after which it has to renew the license after reassessment.



Sevottam: Requirements for Certification

Steps in Certification:

- ▶ Scrutiny of application
- ▶ Scope sector(s) of the applicant.
- ▶ Initial competence analysis
- ▶ Sites of operation
- ▶ Major processes of the organization
- ▶ Decision regarding acceptance of application for certification



Sevottam: Requirements for Certification

Application:

- ▶ Seek details about employees & shifts
- ▶ Total no. of employees
- ▶ No. of shifts
- ▶ Employees in each shift
- ▶ Employees in general shift
- ▶ Total no. of employees who may be present during audit
- ▶ Employees include those on contract



Sevottam: Requirements for Certification

Application:

- ▶ Seek details about Management Systems already implemented and/or certified, past certification
- ▶ Ascertain processes which are repetitive in nature
- ▶ Above details are useful as it forms the basis for calculation of man-day required for initial auditing and subsequent surveillance.



Sevottam: Requirements for Certification

Application:

- ▶ Whether Form IV & V are filled-in for all the items.
- ▶ Check for the details related to management system established & implemented.
- ▶ At least one Internal Audit & one Management Review.



Sevottam: Requirements for Certification

Standard Mark:



Sevottam: Requirements for Certification

Procedure of Certification:

1. Apply on prescribed Form with Questionnaire (available on www.bis.gov.in and at BIS Offices)
2. Submit application to the respective RO/BO along with the Application Fee and a copy of the Quality Manual
3. Act on findings of Adequacy Audit, if required
4. Facilitate Preliminary Visit and prepare for the Initial (certification) Audit
5. Get the Initial Audit done by the BIS Audit Team



Sevottam: Requirements for Certification

Procedure of Certification:

6. Act on findings requiring actions, if any, before certification is recommended
7. Decision to grant certification by BIS
8. Payment of Licence Fees (3 year validity)
9. Surveillance audits by BIS on yearly basis
10. Audit fee @ Rs. 7000/- per man-day and travel & stay charges at cost to be paid for all audits



Sevottam: Requirements for Certification

Procedure of Certification:

- ▶ The Applicant Organization would be asked to declare the organizational structure and units that will be covered in the certification scope.
- ▶ A centrally administered organization would be treated as one entity comprising of various levels
- ▶ Organizations administered by State Governments under Central Acts, would be treated as separate entities



Sevottam: Requirements for Certification

Procedure of Certification:

- ▶ Licence will be granted for a period of three years
- ▶ An annual plan will be drawn for surveillance audits of Central office, and attached offices on sampling basis
- ▶ Renewal will be based on reassessment (similar to Certification/Initial Audit) just before the validity of licence for another period of three years.



Introduction to Service Quality Management System IS 15700: 2018

Service Quality Management System (IS 15700: 2018): Clauses

- ▶ 1. Scope
- ▶ 2. References
- ▶ 3. Terms & Definitions
- ▶ 4. Documentation Requirements
- ▶ 5. Management Responsibility
- ▶ 6. Resource Management
- ▶ 7. Citizens' Charter, Service Provision & Complaints Handling
- ▶ 8. Implementation, Monitoring, Measurement and Improvement



Service Quality Management System (IS 15700: 2018):

1. Scope

The standard IS 15700: 2018 (Quality Management Systems – Requirements for Service Quality by Public Service Organizations) specifies requirements for a quality management system where a public service organization:

- ▶ a) needs to demonstrate its ability to consistently provide effective and efficient service that meets customer and applicable legal, statutory and regulatory requirements;
- ▶ b) aims to enhance customer satisfaction; and
- ▶ c) aims to continually improve its service and service delivery process.



Service Quality Management System (IS 15700: 2018):

2. References

The standard IS 15700: 2018 (Quality Management Systems – Requirements for Service Quality by Public Service Organizations) specifies requirements for a quality management system where a public service organization:

- ▶ 15800 : 2007 Quality management systems – Guidelines for service quality by public service organizations
- ▶ IS/ISO 9000 : Quality management systems – 2005 Fundamentals and vocabulary (third revision)
- ▶ IS/ISO 10002 : Quality management – Customer 2004 satisfaction – Guidelines for complaints handling in organizations



Service Quality Management System (IS 15700: 2018):

3. Terms & Definitions

- ▶ 3.1 Citizens' Charter
- ▶ 3.2 Complaint (Grievance)
- ▶ 3.3 Complainant
- ▶ 3.4 Complaints Handling Objective
- ▶ 3.5 Customer
- ▶ 3.6 Customer Satisfaction
- ▶ 3.7 Feedback
- ▶ 3.8 Non-Conformity
- ▶ 3.9 Public Service Organization
- ▶ 3.10 Quality
- ▶ 3.11 Service
- ▶ 3.12 Service Quality
- ▶ 3.13 Service Quality Objective
- ▶ 3.14 Service Quality Policy
- ▶ 3.15 Stakeholder (Interested Party)
- ▶ 3.16 Top Management



Service Quality Management System (IS 15700: 2018):

4. Documentation Requirements

- ▶ 4.1 General
- ▶ 4.2 Service Quality Manual
- ▶ 4.3 Control of Documents
- ▶ 4.4 Control of Records



Service Quality Management System (IS 15700: 2018):

5. Management Responsibility

- ▶ 5.1 Management Commitment
- ▶ 5.2 Customer Focus
- ▶ 5.3 Service Quality Policy
- ▶ 5.4 Objectives
- ▶ 5.5 Factors to take into account while establishing Policy & Objectives
- ▶ 5.6 Responsibility, Authority & Communication
- ▶ 5.7 Management Review



Service Quality Management System (IS 15700: 2018):

6. Resource Management

- ▶ 6.1 Determination & Provision of Resources for Effective implementation of Management Systems for Service Quality, Citizens' Charter and complaints handling
- ▶ 6.2 Selection, Training, Prompt reporting on Complaints, Awareness of Procedures & Information sharing with Customers



Service Quality Management System (IS 15700: 2018):

7. Citizens' Charter, Service Provision & Complaints Handling

- ▶ 7.1 Citizens' Charter
- ▶ 7.2 Service Provision
- ▶ 7.3 Complaints Handling



Service Quality Management System (IS 15700: 2018):

8. Implementation, Monitoring, Measurement & Improvement

- ▶ 8.1 Implementation
- ▶ 8.2 Monitoring & Measurement
- ▶ 8.3 Internal Audit
- ▶ 8.4 Analysis of Data
- ▶ 8.5 Improvement



Making your Organization Sevottam Certification Ready as per IS 15700: 2018 - Checklist



Criteria	(Pl. tick mark in column applicable)			Evidences
	<i>Fulfilled</i>	<i>Partially Fulfilled</i>	<i>Not fulfilled</i>	
(A) There are clear PROCEDURES established and approved for:				
Control of documents (clause 4.3.3 of IS 15700)				
Control of Quality Records (clause 4.4)				
Complaint Handling (clause 7.3)				
Service deliverables (as per Citizens' Charter)				
Are the above PROCEDURES reviewed periodically and are identifiable with current revision status				

Making your Organization Sevottam Certification Ready as per IS 15700: 2018 - Checklist



Criteria	(Pl. tick mark in column applicable)			Evidences
	<i>Fulfilled</i>	<i>Partially Fulfilled</i>	<i>Not fulfilled</i>	
(B) There are clear DOCUMENTS established and approved for:				
Citizens' Charter (clause 7.1)				
Service Quality Policy (clause 5.3.1)				
Quality Objectives (clause 5.4)				
Internal Quality Audit Plan (clause 8.3)				
Are the above DOCUMENTS reviewed periodically and are identifiable with current revision status				
(C) Controlled copies of established PROCEDURES and DOCUMENTS correctly & timely dispatched				

Making your Organization Sevottam Certification Ready as per IS 15700: 2018 - Checklist



Criteria	(Pl. tick mark in column applicable)			Evidences
	<i>Fulfilled</i>	<i>Partially Fulfilled</i>	<i>Not fulfilled</i>	
(D) The organization collects citizen FEEDBACK and new requirements through:				
Customer satisfaction surveys / feedback forms / Suggestion forms available at single window system at points of public contact				
Analysis of grievances				
Consultations with citizen representatives/ association				
Information to customers through facilitation centers or helpline				

Making your Organization Sevottam Certification Ready as per IS 15700: 2018 - Checklist



Criteria	(Pl. tick mark in column applicable)			Evidences
	<i>Fulfilled</i>	<i>Partially Fulfilled</i>	<i>Not fulfilled</i>	
(E) There is system on process performance showing:				
A process owner is designated for each service deliverable				
Monitoring is in place to equate Service standards prescribed with achieved				
Monitoring is in place to equate Complaint-handling norms prescribed with achieved				
Monitoring is in place on to oversee working of single window system				

Making your Organization Sevottam Certification Ready as per IS 15700: 2018 - Checklist



Criteria	(Pl. tick mark in column applicable)			Evidences
	<i>Fulfilled</i>	<i>Partially Fulfilled</i>	<i>Not fulfilled</i>	
(F) Training plan is place to ensure:				
Staff capacity building to deliver high level of customer satisfaction				
Records of training imparted are maintained				

Making your Organization Sevottam Certification Ready as per IS 15700: 2018 - Checklist



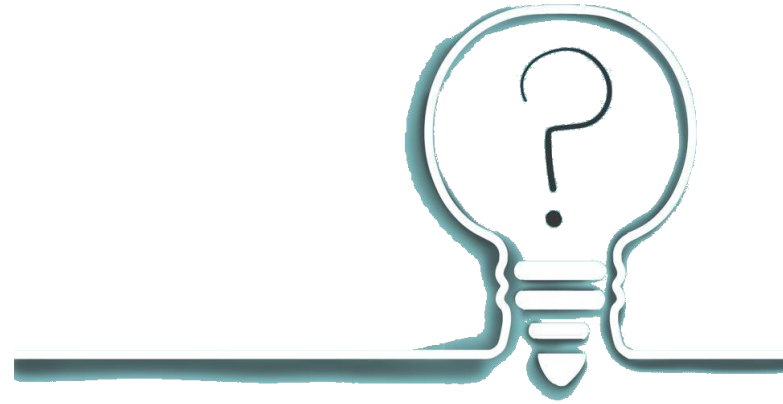
Criteria	(Pl. tick mark in column applicable)			Evidences
	<i>Fulfilled</i>	<i>Partially Fulfilled</i>	<i>Not fulfilled</i>	
(G) The organization reviews its work through:				
Maintenance of records of internal audit conducted				
Management review in structured format (clause 5.7)				
Corrective and preventive actions				
Maintenance of records of the management review and corrective/preventive actions				

Making your Organization Sevottam Certification Ready as per IS 15700: 2018 - Checklist



Criteria	(Pl. tick mark in column applicable)			Evidences
	Fulfilled	Partially Fulfilled	Not fulfilled	
(H) The evidences of conformity maintained:				
As per prescribed procedure in SQM 3.2.5				
All the records are available for prescribed time period				
Records are eliminated post prescribed time period as per SQM 3.2.5				





QUESTIONS PLEASE!

Thank you



We hope to work together soon...