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Addressing the Challenges of Public Service Delivery

8th Civil Services Day
Panel Discussion

21st April 2013

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Need for Efficient Service Delivery

Increasing Citizen Awareness

Changing Demographics

Greater Demand for Accountability and Transparency

Resource Constraints

Public Sector Reform Agenda

Drive for Competitiveness

Key Challenges in Service Delivery

1

Lack of basic Infrastructure required to deliver the services

2

Complexity arising from Diversity/ Language/ Demographics/ Extremism

3

Re-Orientation to Citizen Centric Service Delivery and Capacity Building

4

Silos existing; leading to a non-cohesive strategy

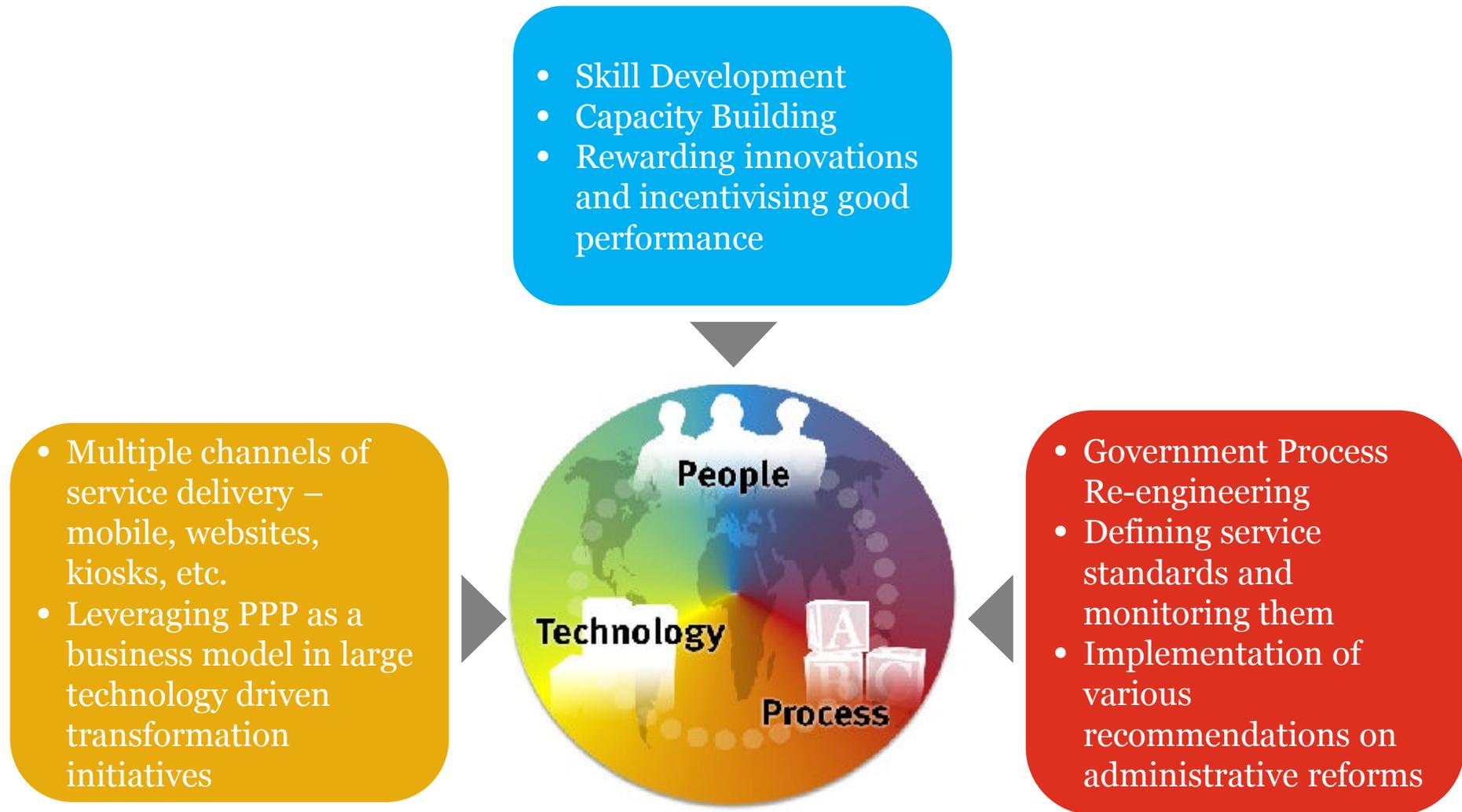
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Speed of execution / implementation

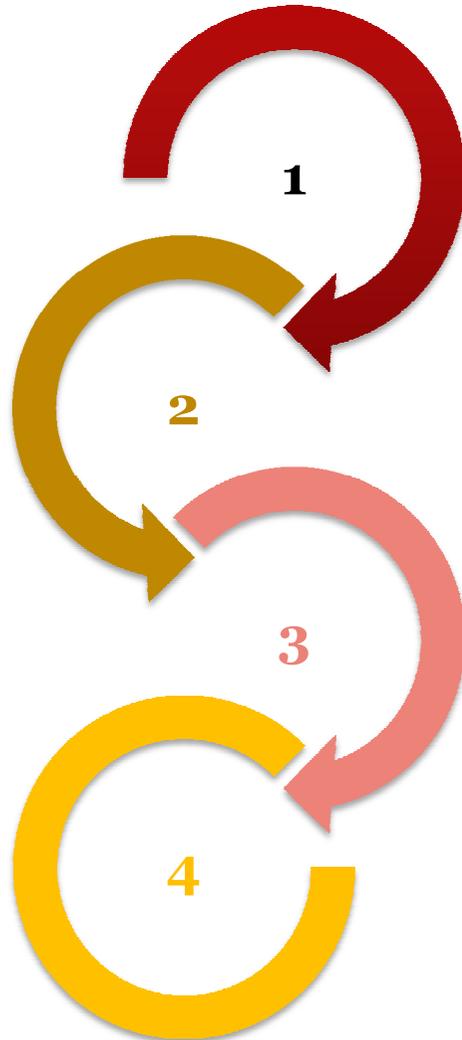
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Providing seamless Access to Information and a 'No wrong door' policy

Proposed Solution Interventions (few examples)



Key Questions for the Panel Discussion



In spite of the fact that India is globally recognised as an IT powerhouse, have we managed to leverage our technology prowess effectively in public service delivery?

What is holding us back more – Structure, Process or an implementation ‘paralysis’?

Is the bureaucratic setup today, geared for the transformation required? How do we address the mental block that may be existing?

In a federal structure, is integration of public service delivery a big task to ask for?

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Thank You

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