



GOVERNMENT OF PUDUCHERRY
LT. GOVERNOR'S SECRETARIAT

No.LGS/PRO/2017

Nov 1, 2017

MONTHLY MESSAGE SERIES ON PUBLIC SERVICE DELIVERY - 14TH MESSAGE

Dear All

Friends I have by now worked with you for last 16 months. I have been repeatedly asking you to adopt certain management and leadership practices which some of you have adopted partially. Due to which we have only achieved partial results.

If we are to achieve more, then we have to adopt the following management and leadership practices without further loss of time. These practices are being expected from us by our Honourable President and Hon'ble Prime Minister of our country.

Many of these were reiterated in the Governor's Conference held recently to achieve the last mile connectivity with people we are appointed to serve. I wish to reiterate some essential practices which will ensure that we fulfil the expectations of our people and of our leadership. Here are the necessary steps which must be adhered to :-

1. Since most of you are having multiple portfolios and departments a daily coordination at fixed time is essential to ensure coordinated performance of tasks assigned. This will ensure you are fully aware of the goings on in the departments or projects under your charge. This will also enable you to monitor the functioning of your subordinates and ensure that they render their services conscientiously, efficiently and effectively.

2 You may allocate a fixed time for the co-ordinated meeting. Duly minute the proceedings of your co-ordination meet and start the next meeting with review of the earlier minutes. Make it a practice to issue minutes of the meeting and ensure that these are duly circulated to all your subordinates to make them aware of their individual responsibility.

3 Please respect and adhere to the Open House timings given to people and ensure follow up of these by proper documentation for tracking grievances.

4. Ensure tracking of your files too. Every file is your property. And it's movement and safety is your responsibility. I wish to say with regret that the Lt Governor's office is still receiving files grossly delayed over several months, which fact was also highlighted in the last month's message too.

5. Most of you are still not doing sufficient field visits. These are a must to keep the people connected. Rural areas must be visited even as tours to ensure last mile connectivity. And also review whether all schemes of GOP and GOI are being implemented and the beneficiary are made aware of the schemes intended for them.

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6. Many recent crisis were preventable in as much as we had responded after loss of time like Medical College admissions, spread of dengue etc. Therefore, be proactive in your work to ensure preventive measures are put in place at the stitch of time.

7. Each department is in need of better personnel management. Please review these at your departmental levels. Plan what needs to be done. Let's finalise promotions where ever due and needed before the close of this year. This is a must. Lt Governor's office proposes to carry out a schedule of departmental review with Secretary Personnel.

8. Same issue applies to your performance appraisal. These must be completed as per time lines. We shall again review department wise and expect all to have completed the cycle of performance appraisals.


9. Puducherry is heavily funds-strapped. Hence it is the duty of every HOD to ensure all moneys are well spent where it is essential and with integrity. It should be ensured that Projects are not delayed to avoid cost over runs. Integrity within the department is the responsibility of the Secretary and the HOD.

10 Integrity and coordination in all our work is most essential. Please take all possible corrective measures and initiatives to ensure this.

Recall of important points

Before concluding, I would like to recall the following important points for implementation during the coming months

- Review of Citizens charter
- Review of Unutilised Public Buildings / Infrastructure – Pending since construction (like Modern Hygienic Fish Market)
- Training and up skilling of staff
- Prescription of working norms for societies/ autonomous bodies that run on Government Grants
- Strengthening Grievance Redress mechanism
- Involvement of community in all Government Schemes


(Dr. KIRAN BEDI)
LT. GOVERNOR

1. 11. 2017.

To

1. The Chief Secretary, Puducherry
2. The Development Commissioner / All Secretaries to Govt., Puducherry
3. All Head of Departments, Puducherry

Copy to :-

The Private Secretary to Hon'ble Chief Minister & Hon'ble Ministers, Puducherry