

Role of the Management Reform Cells for Ministries and Affiliated Institutions

01. Establishment and Implementation of Management Reforms Cells

- i. Establishment of Management Reforms Cells in Ministries and holding of their meeting
- ii. Establishment of Management Reforms Cells in Institutions and holding their meetings
- iii. Identification of proposed new activities

02. Developing Systems & Procedures

- i. Identification of priorities through evaluation of programs
- ii. Conducting work study and simplification of decision – making process according to each activity. Conversion of vertical organizational structure into horizontal structure.
- iii. Strengthening of front – line staff and delegation of decision – making powers to front line managers.
- iv. Studying the procedures to be followed in respect of each activity whereby simplifying and reducing of procedures.
- v. Simplification of formats accordingly and avoiding the repetition of collecting same information.
- vi. Simplification of methodologies and procedures and rearranging of office layout accordingly
- vii. Minimization of circulation of files
- viii. Updating of Service Minutes.
- ix. Analyzing and amending of Schemes of Recruitments.
- x. Appointment of essential staffs.
- xi. Improvement of efficiency and productivity through the application of new technological methods.
- xii. Establishment of participatory management.
- xiii. Delegation of Authority.

03. Improvement of productivity and quality

- i. Planning & implementation of methodologies for improving Productivity & quality of services and their follow up
- ii. Introducing of Incentive Schemes
- iii. Formulating a programme to educate all employees for the purpose of (ii) above
- iv. Formulating a programme to ensure the continuation of the process at (iii) above
- v. Submitting proposals towards improving productivity of the staff.
- vi. Identification and implementation of strategies suitable for adopting in respect of (v) above
- vii. Various techniques & programs to be implemented to ensure the economization of resources (including electricity and water)
- viii. Promotion of culture of group behavior.
- ix. Encouraging the formation of small group circles.

04. Utilization of Information and Communication technology.

- i. Maintaining a viable website to be updated periodically.
- ii. Formulating a plan in accordance with the policy of adopting IT technology.
- iii. Use of e-mail for office communication.
- iv. Initiating internal/external activities to enhance the knowledge on computer literacy of the staff
- v. Provision of sufficient number of Computers.
- vi. Computerizing day to day work.
- vii. Computer data – base development & office – based software development.
- viii. Resources networking to minimize expenditure.

05. Human Resources Development

- i. Formulating a Plan to create culture of learning aimed at continuous improving of talents and skills of the Ministry staff and employees of other institutions coming under its purview.
 - Identification of training requirements of the staff.
 - Formulating an annual training programme for the institution.
 - Channeling the identified staffs for training.
 - Identification of training programs at various levels to ensure the provision of trainings continuously.
 - Planning of Human Resources
- ii. Training Programs that can be identified
 - Implementation of suitable training method by utilizing internal resources
 - Subject wise training programs.
 - Skill development programs
 - Attitude development programs.
 - Awareness programs on s – 5 and productivity increase.
 - Professional guidance.
 - Programs of adaptation toward modern technology.
- iii. Implementation of programs for enhancing employee innovation.
- iv. Programs for increasing staff relations.

06. Proposing a methodology of performance appraisal – both institutional and individual

- i. Formulating a result – based management process for the Ministry.
- ii. Formulating a result – based performance appraisal methodology for departments, all institutions and individuals.
- iii. Entering into performance agreements.
- iv. Preparation of Job – description/duty list to enable for performance appraisal
- v. Formulating a programs for encouraging the identification of creative aspects at performance appraisal.
- vi. Implementation of a programme to ensure continuous progress review between the Ministry and Institutions coming under its purview.
- vii. Establishment of necessary units for performance appraisal & progress review.

07. Building inter–personal relations within the staff.

- i. Strengthening relations through increasing spiritual values among the staff.
- ii. Programs to improve individual attitudes.
- iii. Are informal organizations in existence within the Institution for implementing proposals being made within the staff to ensure good relations and co – operation among the staff?
- iv. Formulating a programme to increase productivity & quality of service of the institution through (iii) above.
- v. Planning of welfare activities
- vi. Programme for increasing team spirit and natural co-operation.

08. Peoples Friendly Service Delivery

- i. Identification of client’s needs
- ii. Development of behavioral change within the front line staff towards client’s satisfaction.
- iii. Establishment of inter – institutional information exchange to serve the client through “Single window System” (In as much as the simple arrangement should be adopted clients visiting to various officer should be avoided facilitating them to meet their requirement at the same place to which they submit a applications)
- iv. Computerization of information and locating same to be easily accessible by the public.
- v. Continuous measuring of client satisfaction adopting following up.
- vi. Building a Information System on clients.
- vii. adopting due technology in respect of each service.

09. Implementation of Citizen/Client charter

- i. The principal documents which establish the rights of the Citizen/Client is the Citizen/Client charter. In keeping with the simplification of the procedures of the institutions, the Citizen/Client charter should also be adjusted and published.
- ii. Implementation of a programme to ensure frequent evaluation as to whether the citizen/Client charter is implemented properly. A committee consisting of Citizens too could be appointed for this purpose.
- iii. Making arrangement to obtain public views/Proposals regarding the implementation of Citizen/Client Charter. (A book can be maintained for this purpose)
- iv. Identifications of relations with retired public officers and getting their involvement to improve service conditions.
- v. Formulation and implementation of Code of Conduct in terms of the Public Administration Circular and the Government’s Code of Conduct for the betterment of the institution.

10. Responding to public complains.

- i. Formulating a mechanism to ensure speedy & positive response to public complaints regarding service to be provided.
- ii. Implementing a mechanism to ensure whether the public needs/complains are properly addressed to within the existing arrangement.
- iii. Implementation of Public Administration Circulars.