

No.A.33013/1/2013-Admn
Government of India
Ministry of Water Resources

Shram Shakti Bhawan, Rafi Marg
New Delhi, dated 6th August, 2013

To,

Heads of All Organizations under the Ministry of Water Resources

Subject: **"Service Quality" - Journal published by TQM Cell of LBSNAA, Mussoorie**

Sir,

I am directed to enclose herewith a copy of letter No. T-24/4/2011-DDS(SHK) dated 10.7.2013 received from Lal Bahadur Shastri National Academy of Administration (LBSNAA), Mussoorie on the subject mentioned above and to request that the requisite write-up in the prescribed format regarding the improvements made through quality initiative/ innovations rendering better service delivery in your organization may be forwarded to LBSNAA, Mussoorie at the earliest.

Yours faithfully,

Encl: As above



(L.P. Sharma)

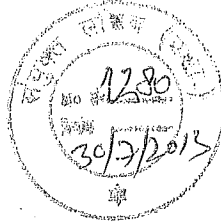
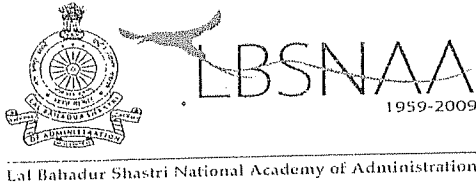
Under Secretary to the Govt. of India

Tel. No. 23738126

Email: usadmn-mowr@nic.in

Copy to :

- ✓ 1. NIC Cell – for uploading on the circular page of the intranet and on the What's New column of the internet. Interested officers are requested to submit their write-up through their Wing Heads.



No.T-24/4/2011-DDS(SHK)

Dated: 10th July, 2013

To,

The Secretary to the Govt. of India
Ministry of Water Resources
Shram Shakti Bhawan, Rafi Marg,
New Delhi - 110001

"Service Quality" - Journal published by TQM Cell of LBSNAA, Mussoorie

Respected Sir/Madam,

The Lal Bahadur Shastri, National Academy of Administration, Mussoorie has been recognized as the lead Institute for Total Quality Management among Government Training Institutes. The Academy undertakes a number of quality initiatives through a TQM Cell which include training programmes for managers from public sector, utility activities, research and publication etc. Since Quality has now become a tool to facilitate improvement in performance of organizations be public or private, the Academy publishes a half yearly journal encompassing quality initiatives titled Service Quality.

Your organization might have experienced improvements through quality initiative/innovations rendering better service delivery. We request you to please share with us quality initiatives practiced in your organization. We would be compiling the same for next issue of the journal. The journal would be circulated to ministries, departments, principal libraries; NGOs and private sector.

Prescribed format of write-up:

- The Context: Brief details of the institution and its activities
- Opportunity/problem: Pre-initiative status of the area/domain in which quality initiative was undertaken; reason(s) for taking the decision to start a quality initiative; persons involved in the decision-making process etc.
- Aim, Goal(s) and Objective(s): What was the initiative all about? What did it set out to achieve?

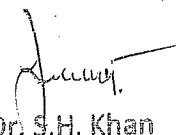
- (1)
- Setting the Scene: Pre-initiative activities, e.g. engaging a consultant, training of personnel, constitution of quality teams/task forces, deciding quality/success measures and instruments etc.
 - The Experience: How did the institution go about it? What did it actually do?
 - Outcome and Impact: What was the result? How did it affect/improve the area of activity chosen for improvement?
 - Lessons Learnt: Do's and don'ts. Conceptualization of good practices and pitfalls to be avoided.
 - Future Plans: How are the lessons learnt going to be taken care of in the future?

Your article may reach email address sh.khan@nic.in and at fax 0135-2632350/2632720. I will be grateful if you may please send the article at the earliest.

With regards,

Yours faithfully,

Encl: Service Quality Journal(May, 2013)


Dr. S.H. Khan
Deputy Director (Sr.) &
I/C Total Quality Management Cell