



K. JAYAKUMAR
CHIEF SECRETARY

GOVERNMENT OF KERALA
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D.O.No.3742/VIP/12/CSO

Dear Shri Varma,

As you are well aware, the success of a scheme or programme implemented by a Department depends on its clear focus on the target group and the right strategies to deliver the services. Quite often we follow the same procedures and practices year after year without analyzing the quality of our performance during the previous year. Improvement is the offspring of introspection. A programme implemented with sufficient preparation and planning often meets with greater success than those implemented in haste, and particularly towards the close of the financial year.

In the month of May we are only into the second month of the financial year. This is an opportunity to make a difference in the quality of programme implementation. I request you to devote the next few days almost exclusively for issuing administrative sanctions. If the administrative approvals are issued at least during this month, sufficient time would be available for proper implementation of the programmes.

You have to ensure that needy and deserving persons receive the benefit of the schemes. It is the quality of implementation and the outcomes that makes a scheme successful. I request you to personally ensure and monitor this vital aspect.

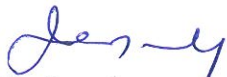
Government offices which directly interface with people should always have a cordial and helpful atmosphere. There could be pressure of work, other issues and deficiencies. But nothing is more important than attending to the needs of the people who visit a Government Office. They are entitled for prompt service. Please review the visitors facilitation arrangements in your office and ensure that they are well attended, their questions are correctly answered and they are helped. Courtesy, transparency, accountability and responsiveness should be the four pillars of administration.

I am enclosing a letter addressed to the field officers of your Department. Please take photo copies of that letter and circulate it among your subordinate officers with your covering letter.

I am confident that with a little extra effort and sensitivity, we can make a huge difference in the quality of programme implementation and delivery of services. And I am sure that you can achieve it. What can be a greater reward than satisfied visitors returning from our office?

With regards,

Yours sincerely,


K. Jayakumar

Shri R. Raja Raja Varma,
Principal Chief Conservator of Forests,
Thiruvananthapuram.