

OPEN HOUSE FEEDBACK – SARISKA INTERACTIVE WORKSHOP

- Quite a few opinions were expressed that the overtly large dependence on NIC for delivery in IT systems was hindering on the responsiveness of the system as NIC is slow in delivery due to its organizational constraints. Many felt that due to this, the service was losing out. People felt that there should be in-house Cadre of trained IT people who could cater to the growing needs of IT development in the Service as is being done in Defence.
- Need was felt to have proper IT strategy with own data centre, software team and to properly evolve a dynamic software modification system like Microsoft does for its software versions.
- There was a suggestion to have a Consultant appointed to develop a ERP for the organization.
- An opinion was expressed on taking over the functions of the Financial Management Group in the Ministries which were handling large flagship schemes like NRHM, SSA, NREGA as the trained people of our service would handle this Unit better and quality of financial reporting would be better.
- It was felt that more analytical training was required at probationer level and other levels to understand and present data in formats that is understandable and usable by policy makers as others take our data and present them to planners as if their own and we lose out on visibility.
- A great need was felt on branding our service more & marketing it with a proper PR strategy and this was also substantiated by Chetan Bhagat who also said that go out and tell the world what you are doing. So first thing is we must have an image make over with proper advocacy strategy.
- It was felt that even till to day the role of Dy./CA/CCAs were not defined anywhere and we were elevated Principal Accounts Officer.
- The Allocation of Business Rules needed to be amended for making budgeting mandatory and also for inclined debt management, internal audit and may be finance.
- There was need felt to have a long term vision and a strategic plan for organization and policy making should not be individual based.
- The environment outside is important to assess and, therefore, a need was felt to undertake stakeholder engagement and to review and assess what others expect us to deliver.

- Parallel reporting should be introduced wherein CA/CCAs could report to FAs for accounts and budget and to Chief Accounting Authority for internal audit.
- Review meetings at CGA office needs to be more structured, focused with smaller groups.
- On the HR side, a need was felt to have a transfer policy now that it is expected to have posts outside , and a transparent deputation policy – with Gr.A having a Jt. CGA also so that all levels are comfortable.
- On this point, it was mentioned that officers should regularly write CRs and follow CRs even though they themselves may not be interested for going on deputations. It was also mentioned that senior officers should be liberal in writing CRs so that we don't lose out to others while applying on deputation.
- There should be system of voting for best and worst officer by secret ballot and rewarding or acknowledging good officers.
- There should also be a ballot for namkaran of the new office building.
- There was talk of building esprit de corps. solidarity and making retreats a family get together while some felt that we talk big but when such occasions / events are planned and organized, there is hardly any participation and turn out by family- so, Each has to give his/her time to make it happen and everybody is responsible for ensuring that family events are well attended.
- The association also needed to be registered.
- Last but most important is the point made on move to excellence – The world is moving fast and demands on the service increasing. Thus, there was urgent need to fill up the knowledge deficit, become more professional, acquire globally recognized certification and become experts in our field so that it is impossible for the executive not to ask for our advice.

Last but not least we have to have fire in our bellies to actualize our Vision and Mission.

“The woods are lovely, dark and deep,

and there are promises to keep

And miles to go before we sleep”.