



ଲୋକସେବା ଅଧିକାର
ସୁବିଧାରେ ସରକାରୀ ସେବା

WORKSHOP OF THE
NODAL OFFICERS/ MASTER TRAINERS &
FEW DESIGNATED OFFICERS ON

ODISHA RIGHT TO PUBLIC SERVICES ACT (ORTPSA)

Wednesday | 12th Feb' 2025



RD Conference Hall, Lokaseba Bhawan
Bhubaneswar

Report on
Workshop of Nodal Officers/Master Trainers and Designated Officers On
Odisha Right to Public Services Act (ORTPSA) 2012

A workshop of Nodal Officers/Master Trainers and few Designated Officers on “Odisha Right to Public Services Act (ORTPSA) 2012”, was held on 12th February 2025 at 10 AM at RD Conference Hall, Lokaseba Bhawan, Bhubaneswar. The one-day workshop deliberated on the importance and necessity of effective and optimum delivery of public services through the implementation of ORTPSA to accelerate and ensure an empathetic and people centric governance. It strived to identify the prominent issues that concern effective public service delivery vis-à-vis the challenges and issues identified in a survey conducted by CMGI among designated officers and develop a plan of action for integration of the services with the Central Monitoring System (CMS).

More than seventy nodal officers and designated officers from various departments and districts attended the workshop. It was divided into an inaugural session and a technical session mostly through presentation and discussion.

1. Inaugural Session

Welcome Address

The workshop commenced with a welcome address by Sri Vineet Bharadwaj, IAS, Executive Director of CMGI. He introduced the ORTPSA, which has been in effect since January 2, 2013, and highlighted that 429 services across 32 departments are now incorporated under the Act. Sri Vineet outlined the phases of ORTPSA's implementation, which include the demand, supply, and monitoring stages. The demand stage aims to raise awareness and disseminate knowledge through mass campaigns, community mobilization, and comprehensive sensitization programs. In the supply stage, the focus is on technology-driven process re-engineering, which entails delivering services electronically through web portals, web apps, WhatsApp Bot, CSC, and eMitra, as well as enhancing capacity building. Monitoring encompasses the Central Monitoring System, dynamic dashboards, eAppeal, eRevision, regular reviews, and follow-ups. Furthermore, Sri Vineet presented the architecture of the Central Monitoring System along with its dashboard components, emphasizing how technology enables more efficient governance and the simplification of popular G2C services.

He also discussed a Google form circulated by CMGI, which collected feedback from government officers. Training programs on ORTPSA are to become a key element of the training

initiatives conducted by the State Institute for Rural Development (SIRD) and the Gopabandhu Academy of Administration (GAA). Sri Vineet stressed that the Government of Odisha prioritizes the implementation of ORTPSA, setting a six-month timeline for progress reviews with nodal officers. These reviews will address bottlenecks and measure the effectiveness of public service delivery under ORTPSA. He called for nodal officers to collaborate with field officers to gather feedback on the practical aspects of service delivery.

Moreover, Sri Vineet emphasized the importance of regular reporting by nodal officers to remain informed about the timely delivery of services and to identify any challenges faced by the public. He urged these officers to eliminate redundant procedures and excessive documentation, streamlining the process while maintaining essential steps. The documentation required to access services should be minimized. He also announced that a Memorandum of Understanding (MOU) would be signed with WhatsApp to enable access to all services via a single portal through the development of a WhatsApp BOT, which has a two-month timeline for completion. This unified portal will connect through an Application Programming Interface (API) to all department service portals under ORTPSA and will be integrated with the Central Monitoring System. Currently, 25 services are already linked with the Central Monitoring System. Additionally, a WhatsApp group has been established for communication among all 32 nodal officers regarding the services being integrated with the CMS. In closing, Sri Vineet highlighted that departments and districts excelling in public service delivery would receive recognition and rewards for their efficient, time-bound service.

Some issues and challenges that he brought to fore were:

- Lack of information to general public
- Acknowledgement receipts not issued to applicants
- Deficiency in documentation
- Contact information of relevant officers under the provision of the ACT not communicated
- Delay in providing services
- No review reports on implementation of CMS
- Applications developed by concerned departments not integrated with CMS

Empathetic Governance through ORTPSA

Sri Jagadanand, Former Information Commissioner and Mentor, CYSD, spoke enthusiastically about accelerating hassle free public service delivery. He highlighted that the implementation of ORTPSA would be historic and game changing in ensuring empathetic governance and usher in a



collective citizenship. While presenting three cases of bribery he brought to light the agonies and frustration faced by common people while seeking public services. He lamented the lack of trust between the government and the general public and emphasized that the implementation of the ORTPSA has immense potential to build such trust and truly make the governance people centric. He said that, “Jan Bhagidari” (Citizen Participation) should be at the center of governance and the officials should change their mindsets from being “Karmchari” to “Karmyogi”. He said that, the Nodal

Officers should be able to identify the critical services as well as identify gaps and review existing processes to reduce delays in service delivery. The Nodal officers should collect necessary feedbacks from designated officers by communicating with them virtually and frequently so that they can identify the constraints being faced practically. He further said that, the Government Officers can work on IGOT programme and get required certifications for enhancing their requisite skills and upgrade themselves. Lastly he emphasized that all departments to develop annual report for public services delivered through ORTPSA.

Role of Universities & NSS on ORTPSA Implementation

Sri Arvind Agarwal, IAS, Commissioner-cum-Secretary, Higher Education, in his address, highlighted the wider role that the universities and NSS volunteers could play during the implementation of ORTPSA. He encouraged that universities and educational institutions could form a dedicated student force in facilitating in implementation of the ACT. The NSS volunteers could be roped in to reach out to the general public through wide range awareness campaigns, dissemination of information, sensitization, as well as help in delivery of services.



Need of Governance Reforms for Hassle Free Public Service Delivery

Sri Surendra Kumar, IAS, Addl. Chief Secretary, GA & PG Department, talked about the need for reforms in governance for hassle free service delivery highlighting on simplification of process and positive role of technology in service delivery. He said that since decades public



servants and government officials had been used to do things in a certain way. So, to bring a change in the system there was a greater need to bring in a change in the mind set. He stressed that the public servants should empower themselves through capacity building so that they could know and meet the aspirations of the people. Public service delivery system could be improved if the government becomes more open, accountable and responsive. He talked

about the cardinal principles such as improving the law system and doing away with unnecessary and outdated laws, improving the way the officials communicate within the departments and agencies as well as with the people by inculcating smart technologies especially AI. Last but not the least, he stressed on empowerment and capacity building of public servants in all aspects of governance. He highlighted the following points:

- Improve service delivery system through change in mindset, capacity building of public servants, responsive communication, use of smart technologies, and fix accountability
- Simplification of process from asking for service by the citizens to redress public grievance
- A single portal for all services for all departments
- Utilization of user friendly technology in access and use of services
- Use of AI in all online applications and service delivery mechanism towards an integrated governance
- Informing the citizens through various means – reaching out to them through smart phones and mixing with traditional methods of information dissemination
- Remove barriers to service delivery whether related to laws, policies, information, infrastructure or capacity building

- Capacity building of public servants at all levels
- Changing mindset of public servants to meet the needs and aspirations of the citizens
- Fixing accountability

Challenges in Implementing ORTPSA

Sri Deoranjana Kumar Singh, IAS, Addl. Chief Secretary, Revenue & DM Department highlighted doing away unnecessary laws that are hindrances to the implementation of the service delivery. He emphasized on re-defining the rule of law and monitoring mechanism. Unnecessary laws and acts should be done away with and what was mandatory should be monitored properly and efficiently. While talking about the challenges, he pointed out the lack of trust among the public towards



government, indifference, interference and even extortion in some cases. He remarked that creating so many commissions also affected the efficiency of governance and cautioned against creating a culture of too many supervisors and too little work force. He reiterated that being Government Servants they should be proud and happy to serve the public because that was the main motto and purpose. Public servants salary came from the taxpayer's hard earned money and as designated Officers of the Government in various posts the inclination should be more towards selfless public service delivery. Therefore it should be ensured that the public servants do their duties really well with a willing and helping attitude towards the public especially towards those who are illiterate or who are unable to fill up a form to apply for a service due to age or certain other ailments. They should go a step further enthusiastically in serving people in case they were unable to access the services by themselves in helping them to fill a form or explain them step by step how to avail a service, documents required etc. In nutshell he explained the service to public is service to God - Manaba Seva is Madhava Seva.

Commitment of Government for Ensuring Last mile Public Service Delivery



Sri Manoj Ahuja, IAS, Chief Secretary, Govt. of Odisha, spoke about the commitment of the government for ensuring last mile public service delivery. He talked about accountability and simplicity of service delivery and focus should be more on rewards than punishment. He urged the nodal officers to identify and list out issues and challenges and show results in a time bound manner. He directed that:

- The Nodal Officers of every department needs to note down 4 to 5 points related to the problems the designated officers are facing in service delivery and
- List of ten Good things which require improvements in the departments needs to be identified by the Nodal Officers and the Govt. will try to find solutions to it.

He further explained that, submission of too many documents that too innumerable times should be avoided. He emphasized on having trust with the public applying for the services and should not be troubled for unnecessary certifications to avail a service. For e.g. If someone was providing Aadhar card, he need not be asked for other documents as proof for address, phone no. identification etc. Lastly, he said that, it is needed to make the public feel dignified while he was applying for a service. There should be a feel good factor both at the applying and delivering ends of a service. A target of six months had been given by the Chief Secretary to comply with the above targets discussed by various officers above and Hon'ble Chief Minister would be taking a review in the next six months time for the target set and goals achieved in ORTPSA implementation at field level.

Vote of Thanks

The inaugural session ended with the vote of thanks by Sri Debabrata Mallick, OAS, Addl. Secretary, GA & PG Department.



2. Technical Session

Role of Nodal Officers, Training Institutions & Institutions of Higher Learning

Post lunch, the technical sessions was taken up by Sri Jagadanand assisted by Sri Pinaki Mohanty, Project Coordinator, ORTPSA. Highlights of the session included the role of nodal officers, USP of the Act, objectives and the way to role out the Act such as time bound service delivery, making officers accountable for delay and non compliance of service delivery. It also included the role of CMGI.█



Sri Vineet, in his introduction to the technical session stressed that the implementation of ORTPSA is one of the highest agenda by the government. In this the nodal officers can ensure that the services become better and people friendly. There should be regular reporting in all the departments. There should be a single platform for all services with WhatsApp integration. With the central monitoring system (CMS) it would be easier to track the services as well as grievances.

Sri Jagadanand, speaking about the objectives of the ACT said that public service should be delivered within a stipulated timeframe. The ACT strived to reduce corruption and inefficiency in service delivery and make public officials accountable for non-compliance and delay in service delivery. It also aimed to create an effective mechanism for redressing grievances. The uniqueness of the ACT came from the fact that it was applicable to all departments, time bound service delivery and was revisional. There were also designated officers and appellate authority for redressing grievances.

He stressed on how to develop a culture of accountability. The behaviour of the officials should be more accountable towards citizens. There should be a framework for delivery excellence with clear benchmarks, timelines and expectations. Talking about the behavioural competencies for public servants, he pointed out that they should be knowledgeable, empowered, accountable, helpful, communicative and problem solver.

To accelerate the implementation of the ACT the following points were discussed:

- Identify critical services and gaps
- Review standard operating procedure to reduce delays in service delivery
- Monitoring for effective implementation
- Collaborating with CMGI
- Support and feedback
- Planned capacity building both online and offline



The role in implementing the ACT is of utmost importance as it is involved in :

- Awareness and sensitization
- Process re-engineering
- Simplification of services so that it is easily accessible
- Capacity building
- Monitoring at all levels through CMS
- Identifying service delivery gaps
- API integration

Journey of ORTPSA: Challenges and Issues

Glimpses of journey of ORTPSA was presented by Sri Pinaki Mohanty at length. This was based on challenges and issues identified in a survey conducted by CMGI among designated officers.

Q & A Session :

A Question and Answer Session was conducted by Shri Debarata Mallick, Sri Jagadanand and Shri Vineet Bharadwaj where questions were asked by



various Nodal Officers and Designated Officers from various departments invited for the Workshop and answers were given by the members in the panel.

Plan of Action, Summing up and Vote of Thanks

Sri Pinaki R Mohanty, Sri Manoj Nayak, System Administrator, CMGI and Sri Rashmi Ranjan Sahoo, System Administrator, CMGI discussed on the plan of action for integration of ORTPSA with Central Monitoring System(CMS).

A plan of action was developed for integration of services with the CMS by June 2025.

At the end, Sri Anshuman Rath, OAS, Under Secretary to the CS delivered the vote of thanks and marked the conclusion of the workshop.