

Service Standards

Efficiency of services cannot be gauged without a service standard. It also ensures transparency and accountability of service providers. It is important for all clients to understand and fulfill their obligations. Not many organizations have initiated the development of service standards though ACC had floated the idea since 2007. The service standards developed by few organizations in collaboration with ACC, needs to be strengthened. Being a baseline for gauging service efficiency, this tool is inevitable irrespective of its slow progress. Lately, all Ministries and agencies are developing service (delivery) standards under the support and guidance of IPSDS office, RCSC.