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ROYAL GOVERNMENT OF BHUTAN
ANTI-CORRUPTION COMMISSION

'NATION'S CONSCIENCE'

THIMPHU, BHUTAN

LEAD BY EXAMPLE

ACC/PREVENTION -02/2007/ 1210

23 July 2007

Chairperson,
Royal Civil Service Commission,
C/O: Ministry of Finance,
Tashichho Dzong.

Dasho,

Public's expectation for transparency, accountability and responsiveness from government is always on the rise. The 9th Plan Document highlighted that "*Responsiveness and accountability to the people are basic requirements for good governance. Fulfilling people's needs and aspirations is essentially linked to the delivery of quality services*". The GG Plus recommendations "*Inter-agency coordination to minimize duplications, Establishing one-window services and customer – oriented service*" clearly reiterate Royal Government's commitment and priority to efficient public service delivery. Organizations delivering public services need to fulfill citizen's needs and aspirations. To this effect, the OACC has endeavoured to facilitate result-oriented implementation of the wise policies and strategies.

The OACC is organizing a workshop titled, "Developing Services Standards with a focus on FROM A GOVERNMENT TO A CITIZEN-CENTRIC PUBLIC SERVICES DELIVERY", from 30 to 31 July 2007 at the BCCI Conference Hall. It is aimed to sensitize both service providers and customers on the concept of Services Standards. At the end of the workshop, participants will come out with few samples of services standards and agree on an action plan to develop and implement their own service standards, most importantly making customers aware of their rights. Three officials from the Centre for Good Governance, Hyderabad will be the resource persons.

As civil service is the main machinery for service delivery, the OACC requests *Dasho* to kindly grace the workshop as the Chief Guest. It is an important step towards changing the culture of public service. We are hopeful that *Dasho* will favorably consider our humble request. Points for the address and other reference materials of the workshop are enclosed for *Dasho's* kind information.

With warm regards.

Yours sincerely,


(Neten Zangmo)
Chairperson

FIGHTING CORRUPTION IS A COLLECTIVE RESPONSIBILITY

THIMPHU BHUTAN, Post Box No. 1113, Tel: 00975-2-334863/64/66/67/68/69 Fax No. 00975-2-334865