

Jalgaon: First ISO Collectorate in Country

A Dream has come true

‘Jalgaon District’, one of the major districts of the progressive state of Maharashtra, while celebrating its ‘Sneha-Shatabdi’ (100 years of its existence) this year has made one more achievement – it gained the prestigious **ISO 9001:2000 CERTIFICATION!** A dream has come true!!

Really speaking ‘Administration’ must be people-oriented, as insisted by Chhatrapati Shivaji Maharaja, for which he literally wrote hundreds of letters to his officers. But as time passed, and particularly during the British Raj, ‘Beauracrcy’ the Iron frame of administration, came into being, which remained loyal to the English people and Parliament. However, during the post-Independence era, Beauracrcy with a new face came up, with a more liberal and democratic image of ‘public-servants’. From that time onwards, the Maharashtra State Government has been endeavoring to make its administration more and more public-oriented.

Jalgaon is a reflection of these endeavors under the able guidance of Vijay Singhal during whose reign district got ISO 9001:2000 accreditation.

Any administration attempts to reach to the public at large through certain administration reforms, such as e-Governance, Single Window Scheme, etc. Through all such schemes, the State Government aims at reaching the people from door to door similarly, keeping in view, transparency and speed, the collector of Jalgaon decided to provide necessary services and facilities to the public with quality and quickness two years back when he joined Jalgaon as District Collector. He and his team from the Collector office ended the red-tappism to a great extent by motivating the employees and also changed the interior & exterior of the Collectorate to have a healthy & conducive working environment, neatness which resulted in increase in efficiency, transparency and quick-ness. It has really changed the face of administration. It has also helped the administration to really achieve the long-cherished dream of ISO 9001:2000 certification.

However, it was not an easy gain as you know, there is always a resistance in Govt. to implement such kinds of reforms. The biggest task was, of course, to change the mindset of employees. To make it successful, employees were trained, taken in to confidence, motivated and involved in the process. After a certain time, employees got motivated, involved themselves with a commitment and gave an overwhelming response. The Administration in a very disciplined manner worked hard with the following objective-

- 1. Transparent and responsible administration.**
- 2. Constitutional needs and continuity.**
- 3. Continuous up gradation of the administration.**
- 4. Development of Human Resource.**

Every institution labours hard to achieve universal quality in its products or services. For which a rigorous accreditation process is to be taken up. And the Jalgaon Districts Administration proved that the ISO accreditation could be obtained not only by the private organizations but also by a Govt. office like Collectorate. Definitely it is an outcome of the innovative approach and commitment of District Collector, Vijay Singhal.

He endeavored relentlessly to change the general understanding of the common people that red-tappism is the permanent feature of the administration. He earlier also succeeded in implementing the **'River Connectivity Project' in Jalgaon district**, which was highly appreciated not only at national level but also at international level too and solved the age-old problem of water-scarcity in the Jalgaon Districts. Hence, under his pragmatic leadership not only the District Planning Committee obtained the ISO 9001:2000 standards but other 17 branches of the collectorate were also honored with it, for having quality, transparent, responsible and speedy work culture.

Under the able guidance of collector **Vijay Signal** all the department head from the collectorate came together and decided to have certain guidelines to clear the pending as well as newly admitted cases as speedily and efficiently, as problems. A good documentation of the process was also. Categorization and grouping of the files took place. Unnecessary documents were destroyed. Old, broken furniture was dispensed of. Excess cupboards were provided to other departments and Talathi-offices, where they were needed. Because of

this, unwanted papers/raddi to the extent of 30 quintals were destroyed and 50 cupboards were taken out from collector office that ultimately resulted in more space and free circulation of air in office thus provided healthy working environment. This was done with the help of Sh. Manik Gursal, RDC and Sh. Manohar Chaudhary, Dy Collector.

The ISO: 9001-2000 Quality Management System is based on following eight quality management principles:

- 1. Customer focus**
- 2. Leadership**
- 3. Involvement of the people and the staff**
- 4. Process approach**
- 5. Systemized management**
- 6. Continuous evaluation and improvement**
- 7. Fact-based decision-making**
- 8. Inter-active Relationship**

The application of these principals to the Jalgaon Collectorate was thought of and accordingly the staff was also involved and taken into confidence. The functional methodology to each department's administration was defined and implemented. A regular and continuous vigil over the day-to-day administration helped to identify errors and improve performances through their eradication. A booklet on processes of each activity and quality management was prepared after documenting all the changes initiated in the administration.

Similarly, I.S.C. Pvt. Ltd. Australia was appointed from amongst many other internationally reputed institutions for the assessment and accreditation of the collectorate. However, instead of appointing a private advisory body to get the work done, the services of the chief engineer office, P.W.D., Nashik were sought. Mr.D.T.Mahajan, the lead Assessor from the Nashik office greatly contributed in this achievement. He organized two-day's training of the staff. Internal Audit and quality management meeting took place. Taking into account, each staff-member's workload everyone's role was defined. Typewriters were scrapped and for every officer and staff-member working on computer were made obligatory. Computerized correspondence successfully gave a height to the day-to-day functioning. Internal LAN, internal video conferencing, LMS (Letter Monitoring System), FMS (File Monitoring System) were given

priority which resulted in saving of time & money as well as close monitoring of various activities. Website was also developed and maximum information was put on web for easy access to public. The staff-members were trained accordingly. The records were categorized as 'A', 'B', 'C', and 'D'. Unnecessary documents were destroyed. Time-management was given prime-importance.

The I.S.O. certification depends entirely on the SWOT analysis. To check the quality and quick-ness of various activities in the office, the internal audit was done and it was completed within three days. It helped to clear the contradictions in the system.

On 15th February 2007, a meeting of the management was taken to review the situation. On 20th and 21st February 2007, the I.S.C. Pvt. Ltd. Australia carried out its assessment and evaluation process for two days continuously and on 26th March 2007, the Company communicated its decision that the Jalgaon Collectorate is eligible to be granted the ISO: 9001-2000 certification. In all these processes, Mr.Kishor Patil, District Planning Officer functioned well as a co-ordinator.

While accepting the ISO 9001-2000 certification in all humility, Collector, Vijay Singhal and his colleagues accept that mere certification cannot assure good governance. Moreover, it is not his claim that his process in collector office has become fault-less or flaw-less but he has further committed to improve the system more & more in coming time. It is merely the first step towards a qualitative, responsible and considerable management.

After getting the certification, the Jalgaon Collectorate has become **first collectorate as a whole in the country to get ISO 9001-2000 certification.**

The Chief Minister of Maharashtra State Hon'ble Vilasraoji Deshmukh has congratulated the collector of Jalgaon – Mr.Vijay Singhal and his team for ISO certification of collectorate
The Minister of Finance and planning Hon'ble Mr. Jayantrao Patil, The Minister of Agriculture and Water conservation Hon'ble Shri .Balasaheb Thorat, The State Minister of Urban development

Hon'ble Mr. Rajesh Tope, have also congratulated the collector of Jalgaon for ISO.

Smt. Neela Satyanarayana IAS, Additional Chief Secretary (Revenue), Maharashtra State, Mr.Vijaykumar Agrawal IAS, Principal Secretary, Planning Department, Mantralaya, Mumbai, , Mr Ratnakar Gaikwad IAS, Director General YASHADA Pune, Mr.D.R.Bhonsale, Director, Finance & Statistics Department, Mumbai, have also congratulated the Collector. They have expressed their satisfaction over the achievement of ISO certification of Jalgaon Collectorate and asked for the C.D. or copy of it to be shown and implemented in other districts of Maharashtra State as well.