GE-MOD-GOVERNMENT-1.0 / VERSION 1.0

Government Assessment Framework

Organizational performance and service quality

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Assessment and certification standards.

In this document

01 Government

Use this document with its stated edition. Applications and enquiries: contact@greatentity.com. Certificate verification: verify@greatentity.com. Certification follows an assessment and an authorized decision.

Government

Public services that are consistent, accessible, and accountable.

Module scope

Public-service activities and administrative functions named in the assessment scope. Beneficiaries include service users and materially affected groups.

Required application across five dimensions

L: map decision authority and public-service responsibilities. P: measure processing time, backlog, completion, and error or rework. S: sample requests across channels and locations, including escalations. B: include groups facing access barriers. I: verify resolution of recurring service failures.

Required evidence

Service mandate and catalogue; performance definitions and 12-month results; sampled case records; service accessibility review; complaint and escalation records; feedback analysis; completed improvement actions.

Coverage and decision rule

Apply the common GEEF evidence period, record sampling, beneficiary-feedback protocol, scoring rubric, and mandatory gates. Record the module mapping in the evidence register. Unavailable required evidence must be resolved or the assessment deferred; it must not be silently omitted.

Certification wording

Use "Great Entity for Government" only for a valid certificate that names the assessed entity, activities, locations, and GEEF version. The category name alone must not imply endorsement of activities beyond the certificate scope.