

Three Days Virtual Training programme on “Impact of Administrative Reforms on Citizen Centric Governance” for the Middle Level officers under MEA’s e-ITEC Programme to be held ONLINE from December 08-10, 2021

Training Title : Virtual Training programme on “Impact of Administrative Reforms on Citizen Centric Governance”

Participants: Middle Level officers with atleast 15-20 years of experience in Government

Organiser : Haryana Institute of Public Administration Gurugram, Haryana, India

Duration : Three Days

Schedule : 8 – 10 December, 2021

Training Language : English

Background:

Citizen-centric governance epitomizes governance which is citizen friendly and gives utmost priority to the interests of the people governed. Well designed, focused and planned training in this domain can bring attitudinal change in the governance functionaries to **inculcate sensitivity towards citizens, to increase performance and efficiency in public service delivery.**”

The training module will enable the participating officers to gain the requisite knowledge and skills for the above objective. The programme will focus on the following key objectives:

The Key Objectives of the Programme:

- To enable the participants to internalise the Impact of Administrative Reforms on Citizen Centric Governance.
- To provide a platform for dialogue and knowledge sharing, especially highlighting the importance of Citizen Centric Governance in sustainable development.

- To also facilitate the sharing of international experiences and best practice and lessons learnt on Citizen Centric Governance.
- To familiarise the participants on the Citizen Centric Governance framework adopted by the Government of India in implementing projects, including policy IT applications and e-governance initiatives.

Mode of training:

- The programme will be conducted through lectures by distinguished experts who have experience in corporate governance and who have experience as leaders both in government and the private sector. The mode of pedagogy will be through lectures for one hour followed by interactive question-answer sessions for one hour.
- At the end of the programme, an online Google Quiz will be given to the participants to assess their understanding of the training programme. Reading material for each session the programme will be given to the participants.

Contents to be Covered:

- Discussion on India's Citizen Centric Constitution
- Important Government Initiatives on Citizen Centric Governance in India for effective service delivery.
- Right to Information Act
- Right to Service: Ease of Living
- Aadhar : A Tool of Good Governance
- Electoral Reforms
- e-Governance Initiative
- grass root Innovations – Best Practices
- Citizen Centric SDG – Best Practices in India and other countries.

Pedagogical Tools:

- Lecture by distinguished practitioners in each subject, Constitutional Experts, top Bureaucrats & Diplomats.
- The lecture would include PowerPoint presentation, illustration of case studies and documentary films.
- Each lecture would be for half an hour on Google Meet, followed by 10 minutes recess after which there will be half an hour interaction which

provides an opportunity to the participants to ask in-depth questions from the distinguished speakers.

- Participants will be given reading material before the training.

Day-wise Schedule :

(Day-wise Schedule attached)

Deliverables:

After the training programme the participants will be able to :

- Explain the Methods for improving Governance
- Explain the importance of Citizen Centric Services
- Identify State Initiatives for making Services Citizen Friendly
- Describe Innovative ways and Impact of Administrative Reforms in Governance through Best Practices and learnings.

References:

<http://rtsc.chd.gov.in> Right to Service Act

<http://uic.gov.in> > informationdirectory [Haryana Information Commission](#)

Various Reports (1-12) of the 2nd Administrative Reforms

e-governance Initiative , Government of India

Relevant material on each issue will be provided to the participants closer date of the course

**Three Days Training programme on “Impact of Administrative Reforms on Citizen Centric Governance” for the Middle Level officers
(December 08-10, 2021)**

Day & Date	10.00 – 10.30 A.M.	10.35 – 11.05 A.M.	11.10 – 11.40 A.M.	11.45-12.15 P.M.	12.20 – 12.50 P.M.	12.55 – 01.25 P.M.	01.25-01.40 P.M.
Tuesday 07.12.2021	Registration of Participants for the training programme						
Wednesday 08.12.2021	9.00 a.m. Welcome Address by Mrs. Surina Rajan, IAS 09.10a.m. Inaugural Remarks by Sh. Dammu Ravi, IFS 09.20 a.m. Introductory remarks by Dr. Kheya Bhattacharya, IFS		Important Government Initiatives on Citizen Centric Governance for Effective Service Delivery -V.Srinivas, IAS	Interaction	Rethink: existing systems and gaps in governance system -V.Srinivas, IAS	Interaction	Concluding Remarks
	Indian’s Citizen Constitution – An Overview - B.T.Kaul	Interaction					
Thursday 09.12.2021	Redo: organization restructuring -reduce hierarchy, -reduce complexity, -single window system -Sanjeev Chopra, IAS	Interaction	Design: new models of Governance:- e-initiatives -Kapil K. Sharma	Interaction	Towards efficient service delivery: - Aadhar : A Tool of Good Governance - Rationalisation of Affidavits and Encouragement towards Self Certification -A senior officer from UIDAI	Interaction	Concluding Remarks

Friday 10.12.2021	Towards efficient service delivery – Best Practices						
	Right to Information Act -Urvashi Gulati, IAS	Interaction	Electoral Reforms -S.Y.Quraishi, IAS	Interaction	Right to Service: Ease of Living -T.C. Gupta, IAS	Interaction	Concluding Remarks
					<u>01.25 – 01.40 p.m.</u> Concluding Remarks –by CD <u>01.40 - .1.50 p.m.</u> Google Quiz <u>01.50 – 02.00 p.m.</u> Assessment and Distribution of certificates (ONLINE) <u>02.00 – 03.00 p.m. Valedictory Session</u> (a) Summing up remarks (b) Concluding remarks by His Excellency Ung Sean, Ambassador of Cambodia, New Delhi (c) Vote of Thanks by Director General, HIPA		