File No : 7/1/9/10-UTCS(TS-III)/27995-28163　　Date 8/10/2010

CIRCULAR

The Directorate of Training is entrusted with the basic responsibility of conducting training programmes for various levels of officials/officers in almost all areas of governance. In keeping with the Training Policy of the Government of NCT of Delhi the Directorate has identified topics having direct relevance to the aspects of good governance. List of courses under "Good Governance" is enclosed. A one day training course on '**Good Governance, Bhagidari and Service Delivery**' is an important course in the list. This Course shall be held on **12.11010 (Friday)**.

IMPORTANCE OF THE COURSE

There is nothing about which citizenry is more concerned than quality of public service delivery and the pattern of response they receive from Govt. functionaries. The present course on '**Good Governance, Bhagidari and Service Delivery**' focuses on developing an understanding about participative and responsive governance in which citizen Govt. interface would be addressed in such a way as to bring about joint ownership of service delivery mechanism.

TARGET BENEFICIERIES OF THE COURSE

The Course has been designed to benefit those who, while working in the Government, its local/autonomous bodies, public sector undertakings, are required to play managerial role and are responsible for Good Governance. The Course would be useful to all middle/higher level functionaries. Training Module/Learning Units are enclosed.

OBJECTIVES OF THE COURSE

At the end of the Course the participants will be able to :

1. Explain the concept of Good Governance and describe its indicators.
2. Explain the concept of Bhagidari and describe its evolutionary back ground.
3. Describe institutional framework of Bhagidari in Delhi Government.
4. Describe impact, challenges and success stories of Bhagidari in Delhi Government.

CONTENTS OF THE COURSE

1. Good Governance and Key Indicators
2. Bhagidari – Concept and its Evolution
3. Process and Implementation Mechanism
4. Impact, Challenges and Success Stories.

METHODOLOGY OF THE COURSE

The Course would be conducted by experts and experienced in the area of Good Governance. While lecture method would be generally followed, discussion and case examples may also be included in some sessions. The Course would be interactive and participants would be encouraged to raise questions and get the doubts cleared.
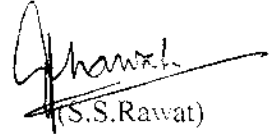
NOMINATIONS FOR THE COURSE

1. The Course envisages class strength of 40 participants.
2. Nominations shall be accepted on first-come-first-serve basis.
3. Nomination letters along with bio-data of the participants in the format prescribed (enclosed) may be sent by **04.11.2010**.
4. Nominations received after 04.11.2010 may not be entertained.
5. Outstation participants are requested to proceed for training only after receipt of confirmation of acceptance of nomination.

OTHER INSTRUCTIONS

1. Participants are expected to come prepared with basic information on the course subject.
2. Participants may bring copies of the relevant

3. Participants are expected to observe punctuality and regularity.
4. Participants are expected to keep their mobile phones on silent mode during the training sessions.
5. Participants are expected to complete exercises/questionnaires, if any, distributed by the faculty during any training session and also fill up the feedback form.
6. Participants are expected to utilize the knowledge gained during the training for efficient discharge of their duties.
7. Participants may contact the undersigned for any information/clarification on training course.
8. Contact/correspondence may be made on phone nos. 22301287, FAX No. 22308556, email address ducts@nic.in. or adtrg3utcs.delhi@nic.in.
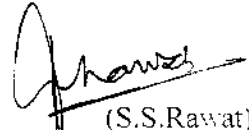
(S.S.Rawat)
Asstt. Director (Trg. Br. III)

File No F 7/1/9/10-UTCS/TS-III/27995 – 28163   Date 8/10/10

Copy to:

1. All HODs/Local/Autonomuous Bodies and State Undertakings /Corporations under GNCTD with the request to send adequate and timely nominations
2. S.O. to the Chief Secretary, Govt. of N.C.T. of Delhi, Delhi Secretariat, Delhi.
3. PS to Pr. Secy (Trg.), Govt. of N.C.T. of Delhi, Delhi Secretariat. Delhi.
4. P.S. to the Pr. Secy. (Trg) Govt. of N.C.T. of Delhi, Delhi Secretariat, Delhi
5. E.O. Dte. Of Trg., for uploading on the website of the Deptt.

(S.S.Rawat)
Assistant Director (Tr. Br. III)

TRAINING MODULE ON
'GOOD GOVERNANCE, BHAGIDARI AND SERVICE DELIVERY'

Name of the Package of Courses	Good Governance
Duration of the Course	One Day (12.11.2010 Friday)
Number of Sessions	Four
Training Branch	III
Name of the Course Coordinator	Shri S.S. Rawat. Assistant Director

Sessions	Duration	Topics	Proposed Speaker
Session – I 10.00 am- 11.15 am	75 Min.	Good Governance and Key Indicators	
Tea			
Session – II 11.30 am- 12.45 pm	75 Min.	Bhagidari – Concept and its Evolution	
Lunch			
Session – III 1.45 pm - 3.00 pm	75 Min.	Process, Implementation Mechanism	
Tea			
Session – IV 3.15 pm- 4.30 pm	75 Min.	Impact, Challenges and Success Stories	

LEARNING UNITS ON
'GOOD GOVERNANCE, BHAGIDARI AND SERVICE DELIVERY'

Name of the Package of Courses		Good Governance
Duration of the Course		One Day (12.11.2010 Friday)
Number of Sessions		Four
Training Branch		III
Name of the Course Coordinator		Shri S.S. Rawat, Assistant Director

Enabling Objectives	Contents & Sequence	Method of training	Training material and aid	Performance aid
Session – I	**Good Governance and Key Indicators**			
Explain the concept	Democracy, Government and People's participation	Lecture	References of latest books, Articles etc.	
Differentiate and explain the concepts	Public administration and good governance			
	-Public administration		Power Point Flip Chart White Board	
	-New Management Policy			
	-Good Governance			
List the indicators	Key indicators of good governance			
	-Participation			
	-Rule of Law			
	-Transparency			
	-Responsiveness			
	-Consensus			
	-Effectiveness and efficiency			
	-Accountability			
	-Strategic vision			
Explain the need	Rule of Law and Development			
Session – II	**Bhagidari – Concept and its Evolution**			
Explain the concept	Target oriented Citizen Government partnership	Lecture	References of latest Articles	
Explain participative and responsive governance	Facilitate responsive and participative governance	Discussion		
Describe evolutionary back ground	Joint ownership of change process		Power Point Flip Chart White Board	
	Community Development Programme of 1950s			
	Panchayati Raj Movement of 1960s			
	73 and 74th Constitutional Amendment			
Session – III	**Process, Implementation Mechanism**			
Describe Institutional frame work	Institutional framework	Lecture	References of latest Articles	
	Decentralisation upto District Level	Discussion		
Describe the consultative process of service delivery mechanism	Citizen – Government Interface – A Plan Scheme		Power Point Flip Chart White Board	
	Consultative Process and Commitment to improve service delivery			
Session – IV	**Impact, Challenges and Success Stories**			
Describe the response of RWAs and MTAs	Increasing response from RWAs and MTAs	Lecture	References of latest Articles	
Describe the challenge of involving Slum and JJ clusters and Rural folk	Slums & JJ Clusters and Rural areas are yet to be involved	Discussion		
	Participative mechanism may become grievance redressal forum		Power Point Flip Chart White Board	
Describe Some	Shtree Shakti Programme, Eco clubs, Aapki Rasoi, V.K.S – some success			

<u>DIRECTORATE OF TRAINING: (UNION TERRITORIES CIVIL SERVICES)</u>

<u>BIODATA FORM</u>
<u>(For Employees of GNCTD, Local/Autonomous Bodies Corporations etc)</u>

Name of the Training Progress: **Course Code:**

Date of Training Programme :

[Tick mark (√) the appropriate box]

01.	Name (As per Service Book)																	First
																		Middle
																		Last

02.	Designation	
03.	Service Cadre	IAS ☐ DANICS ☐ DASS ☐ Accounts ☐ Medical ☐ ENGG. ☐ Teaching ☐ Others ☐
04.	Name of the Department/Organisation	
05.	Category of Dept./Organisation	Delhi Govt. ☐ Local Body ☐ Autonomous Body ☐ PSU ☐ Others ☐
06.	Employee Code (If any)	
07.	Date of Birth	☐☐ DD ☐☐ MM ☐☐☐☐ YYYY
08.	Sex	Male ☐ Female ☐
09.	Category	UR ☐ SC ☐ ST ☐ OBC ☐ Other ☐ _____ Pl. Specify
10.	Educational Qualification [Highest qualification]	Middle ☐ Metric ☐ Inter ☐ Graduate ☐ P.Grad ☐ M.Phil ☐ Ph.D ☐ Others ☐
11.	Professional/Technical qualification	
12.	Date of joining the Service	☐☐ DD ☐☐ MM ☐☐☐☐ YYYY
13.	Pay Band & Grade Pay	
14.	Details of trainings attended in the past in the Directorate of Training, UTCS/Other Institutes	

15.	Contact Number	Office	Personal

Signature_____

Date :_____

27996-28163

Estate Officer
Directorate of Training UTCS
Vishwas Nagar Delhi – 32