

**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 and Responsiveness" is an important course in the list. This Course shall be held on **02.12.2010**. (Thursday)

**IMPORTANCE OF THE COURSE**

There is nothing about which citizenry is more concerned than responsiveness in governments i.e. pattern of response of Govt. servants to people and events. Issue of responsiveness in Governments generally remains at the centre point during discussion on good governance. The present course on 'Good Governance and Responsiveness' focuses on developing an understanding amongst govt. officers about responsiveness and various processes involved in promoting it, as step towards good governance.

**TARGET BENEFICIARIES 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 to a certain extent 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 concept of good governance.
2. Define responsiveness and explain it's need and various features
3. Describe various processes enhancing responsiveness
4. Explain responsiveness towards various social and developmental needs
5. Explain role of leadership in promoting responsiveness

**CONTENTS OF THE COURSE**

1. Concept and parameters of good governance.
2. Understanding responsiveness and it's need
3. Enhancing responsiveness in Govt.
4. Responsiveness in governance

**METHODOLOGY OF THE COURSE**

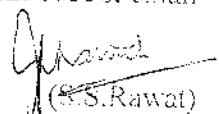
The Course would be conducted by experts and experienced in the area of good governance. While lecture method would be generally followed, discussion and case examples may also be included in some sessions. The Course would be interactive and participants would be encouraged to raise questions and get 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 **25.11.2010**
4. Nominations received after 25.11.2010 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 latest departmental/Government circulars/orders/reports etc., relating to the course subject, if any available. This would benefit other participants, the directorate and also the faculty.
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](mailto:ducts@nic.in), or [adtrg3utes.delhi@nic.in](mailto:adtrg3utes.delhi@nic.in).

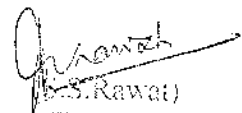
  
(S.S. Rawat)  
Asstt. Director (Trg. Br. III)

File No F 7 / 1 / 4 / 10-UTCS(TS-III) / 29066-28233

Date 26/10/10

Copy to:

1. All HODs/Local/Autonomous 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. P.S. to the Pr. Secy. (Trg) Govt. of N.C.T. of Delhi, Delhi Secretariat, Delhi
4. E.O for uploading on the website of the Deptt.

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

### TRAINING MODULE ON 'GOOD GOVERNANCE AND RESPONSIVENESS'

Name of the Package of Courses		Good Governance	
Duration of the Course		One Day (02.12. 2010, Thursday)	
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: Key Indicators	
<b>Tea</b>			
Session - II 11.30 am- 12.45 pm	75 Min.	Understanding responsiveness and it's need	
<b>Lunch</b>			
Session - III 1.45 pm - 3.00 pm	75 Min.	Enhancing responsiveness	
<b>Tea</b>			
Session - IV 3.15 pm- 4.30 pm	75 Min.	Responsiveness in governance	

**LEARNING UNITS ON  
'GOOD GOVERNANCE AND RESPONSIVENESS'**

Name of the Package of Courses		Good Governance		
Duration of the Course		One Day (02.12. 2010, Thursday)		
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
<b>Session – I</b>	<b>Good Governance and Key Indicators</b>			
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 -New Management Policy -Good Governance		Power Point Flip Chart White Board	
List the indicators	Key indicators of good governance -Participation -Rule of Law -Transparency -Responsiveness -Consensus -Effectiveness and efficiency			
Explain the need	-Accountability -Strategic vision  Rule of Law and Development			
<b>Session – II</b>	<b>Understanding responsiveness and it's need</b>			
Define responsiveness	Responding to people and situations Sensitivity and sensibility towards citizens' needs	Lecture Discussion	References of latest Articles	
Describe various features responsiveness	Responsiveness – less an indicator and more a purpose of good governance		Power Point Flip Chart White Board	
Explain need	Constitutional mandate for responsiveness  Responsiveness brings trust  Responsiveness improves quality of public service delivery			
<b>Session – III</b>	<b>Enhancing responsiveness</b>			
List out various processes	Review of organizational mandate and structure for effective and efficient service delivery	Lecture Discussion	References of latest Articles	
Describe all listed processes and explain how these enhance	Creating organizational culture of responsiveness  Organizational benchmarking for		Power Point Flip Chart White Board	

	<ul style="list-style-type: none"> <li>- efficiency in service delivery</li> <li>- effectiveness in service delivery</li> <li>- timeliness in service delivery</li> </ul>			
<b>Session – IV</b>	<b>Responsiveness in governance</b>			
<p>Explain shift towards citizen centric governance</p> <p>Explain responsiveness towards various individual, social and developmental needs</p> <p>Explain role of Leadership in promoting responsiveness</p>	<p>Shift from officer centric to citizen centric governance</p> <p>Responsiveness towards individual needs</p> <p>Responsiveness towards social needs relating to</p> <ul style="list-style-type: none"> <li>- women</li> <li>- weaker sections</li> <li>- senior citizens</li> <li>- children etc</li> </ul> <p>Responsiveness towards developmental needs</p> <p>Role of leadership in promoting responsiveness</p> <p>Case studies:</p>	<p>Lecture</p> <p>Discussion</p>	<p>References of latest Articles</p> <p>Power Point</p> <p>Flip Chart</p> <p>White Board</p>	