

**DIRECTORATE OF TRAINING: UNION TERRITORIES CIVIL SERVICES  
GOVERNMENT OF NATIONAL CAPITAL TERRITORY OF DELHI  
Institutional Area, Behind Karkardooma Courts, Shahdara Delhi 32**

File No F 7 / 1 / 7 / 10-UTCS(TS-II) / Vol.II/

Date

**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. A one day training course on 'e-Governance' is an important course in the list. This Course shall be held on 03.02.2011 (Thursday)

**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 'e-Governance' focuses on shift from Governance to e-Governance and various issues relating it.

**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 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 concepts of Governance and e-Governance.
2. Explain advantages of e-Governance.
3. Describe various e-Governance initiatives of GNCTD.
4. Describe key challenges of e-Governance

**CONTENTS OF THE COURSE**

1. e-Governance: Definition and Conceptual Frame Work.
2. Advantages: e-Governance a tool of Good Governance.
3. e-Governance initiatives of GNCTD.
4. Key Challenges.

**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 27.01.2011.
4. Nominations received after 27.01.2011 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 requested to bring their own stationery.

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 [adtrg3utcs.delhi@nic.in](mailto:adtrg3utcs.delhi@nic.in).

*S.S. Rawat*  
(S.S. Rawat)

Asstt. Director (Trg. Br. III)

File No F 7/1/7/10-UTCS(TS-III)/ 654-821  
Copy to:

Date 6/1/2011

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*  
(S.S. Rawat)

Assistant Director (Tr. Br. III)

### TRAINING MODULE ON 'e- GOVERNANCE'

Name of the Package of Courses		Good Governance	
Duration of the Course		One Day (03.02.2011 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.	e- Governance: Definition and Conceptual Frame Work	
<b>Tea</b>			
Session – II 11.30 am- 12.45 pm	75 Min.	Advantages: e-Governance a tool of Good Governance	
<b>Lunch</b>			
Session – III 1.45 pm - 3.00 pm	75 Min.	e-Governance initiatives of Central Govt., GNCTD and other states	
<b>Tea</b>			
Session – IV 3.15 pm- 4.30 pm	75 Min.	Key Challenges	

## LEARNING UNITS ON 'e- GOVERNANCE'

Name of the Package of Courses		Good Governance		
Duration of the Course		One Day (03.02.2011 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>e- Governance: Definition and Conceptual Frame Work</b>		
Explain the concept	Understanding the concept of Governance and e-Governance	Lecture	References of latest books, Articles etc.	
Differentiate and explain the concepts	Difference between computerization and e- Governance		Power Point Flip Chart White Board	
Describe important provisions	IT Act			
List out and explain tools	ICT Tools			
<b>Session – II</b>		<b>Advantages: e -Governance a tool of Good Governance</b>		
Explain how e- Governance brings Good Governance with examples	A tool of Good Governance Brings Government close to citizens Simplifies procedures and reduces paper work Integration/ Multi co-ordination Speeds up service delivery Brings Transparency and Accountability	Lecture Discussion	References of latest Articles  Power Point Flip Chart White Board	
<b>Session – III</b>		<b>e-Governance initiatives of Central Govt., GNCTD and other states</b>		
Describe e- Governance Road Map for Delhi	e- Governance Road Map for Delhi	Lecture	References of latest Articles	
Explain various e- Governance projects undertaken by GNCTD	e- Governance Projects – - Tender Notice - Information System - Contract Monitoring System - Procurement Management System - Road Cutting/ Digging Information System - e-Stamping - Initiatives of other states etc....	Discussion	Power Point Flip Chart White Board	
<b>Session – IV</b>		<b>Key Challenges</b>		
Describe psychological and infrastructural e-readiness issues	Handling e-readiness issues – - Psychological - Infrastructural	Lecture Discussion	References of latest Articles	
Describe capacity building issues of employees and citizens	Capacity Building of employees and citizens		Power Point Flip Chart White Board	
Describe security issues	Security against cyber crimes			
Describe technological challenges	Keeping pace with technological changes/ advancements			
Explain monopoly	Monopoly issues			