

**DIRECTORATE OF TRAINING: UNION TERRITORIES CIVIL SERVICES
GOVERNMENT OF NATIONAL CAPITAL TERRITORY OF DELHI
Institutional Area, Behind Karkardooma Courts, Shahdara Delhi 32
Ph. Nos. 011-22380646, 22304439, 2238174. FAX Nos. 011-22381704, 22301287**

File No F 7 (1) / 2 / 2011-12/UTCS/TS-III/ 28617-28783

Date 23-12-11

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 two-day training course on 'Good Governance, Bhagidari and Service Delivery' is an important course in the list. This Course shall be held on 14.03.12 to 15.03.2012.

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 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 is 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 background.
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

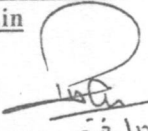
The Course would be conducted by experts and experienced in the area of Good Governance. While lecture method would be generally followed, discussion and case examples may also be included in some sessions. The Course would be interactive and participants would be encouraged to raise questions and get 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 letter may be sent **latest by 12.03.2012**.
4. Outstation participants are requested to proceed for training only after receipt of confirmation of acceptance of nomination.

OTHER INSTRUCTIONS

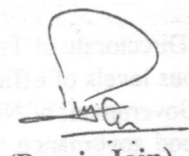
1. Participants are expected to come prepared with basic information on the course subject.
2. Participants may bring copies of the latest departmental/Government circulars/ orders/reports etc., relating to the course subject, if any available. This would benefit other participants, the Directorate and 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 **Ph. nos. 011-22380646, 22381704, 22304439 FAX Nos. 011-22381704, 22301287 and e-mail address adtrg5utcs.delhi@nic.in or dutcs@nic.in**


(Pravir Jain)

Assistant Director (Trg. Br. V)

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. Asstt. Programmer through A.D. (V) for uploading on the website of the Deptt.



(Pravir Jain)
Assistant Director (Trg. Br. V)

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

Name of the Package of Courses		Good Governance
Duration of the Course		Two Day (14 th & 15 th March, 2012)
Number of Sessions		Eight
Training Branch		V
Name of the Course Coordinator		Shri Pravir Jain, Assistant Director
Sessions	Duration	Topics
DAY 1		
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.	Dynamics of Service Delivery Process
Lunch		
Session - III 1.45 pm - 3.00 pm	75 Min.	Service Delivery Mechanism and ARC Reports
Tea		
Session - IV 3.15 pm- 4.30 pm	75 Min.	Bhagidari - Concept, Evolution, Process and Implementation
DAY 2		
Session - I 10.00 am- 11.15 am	75 Min.	Some Critical Areas for Bhagidari
Tea		
Session - II 11.30 am- 12.45 pm	75 Min.	Impact and Challenges
Lunch		
Session - III 1.45 pm - 3.00 pm	75 Min.	Success Stories
Tea		
Session - IV 3.15 pm- 4.30 pm	75 Min.	Question Answers

