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Administrative Training Institute



**Two Days
Training Module
On
Citizen Centric Services
Based on 2nd ARC Recommendations (DARPG – Gol)

For
Group A and B Officers**

Background:

The Department of Administrative Reforms and Public Grievances is the nodal agency of the Government of India for administrative reforms as well as redress of public grievances relating to the states in general and those pertaining to Central Government agencies in particular. The Department endeavour to document and disseminate successful good governance practices by way of audio-visual media and publications. The Department also undertakes activities in the field of international exchange and cooperation to promote public service reforms. In this backdrop Second ARC was set up by [Government of India](#) as a committee of inquiry to prepare a detailed blueprint for revamping the public administration system.

The Commission has suggested measures to achieve a proactive, responsive, accountable, sustainable and efficient administration for the country at all levels of the government. The Commission had submitted 15 reports Of this, 12 reports have so far been considered by the government, accordingly, 12th report of ARC focuses on **“Citizen Centric Administration - as the Heart of Governance”** . The concepts of Good Governance and Citizen Centric Administration are intimately connected. Citizen centricity with the aim of ensuring Citizens’ welfare and Citizens’ satisfaction is critical for any government, local, State or National; which aims to provide Good Governance.

DARPG in its quest to translate recommendations in to reality has requested ATI’s to work out on development of modules for imparting training to officers at induction as well as at midcourse level through its letter No K-11022/63/2012-ar DATED 12TH MARCH 2013.

Aim:

To enable the participants to internalise the recommendations of ARC leading to improve the service delivery mechanism with Citizen Centric Approach

Objectives:

After the Course the Participants will be able to:

1. Define the concept of Governance and its components
2. Explain the methods for improving Governance
3. Explain the importance of Citizen Centric Services
4. Identify State Initiatives for making Services Citizen Friendly
5. Describe Innovative ways of CCS
6. List the Issues & Challenges in making Services Citizen Centric

Tools and Methodologies:

Thematic Sessions

Skills

Case Studies
Group Exercise

Documentary

Outline of the Module

DAY -1	DAY -2
<p style="text-align: center;"><u>What is Governance</u> <u>About Public Service Delivery</u> <u>Quality in Public Service</u></p> <p style="text-align: center;"><u>Public Policy - How it is made and how it changes</u></p> <p style="text-align: center;"><u>About ARC -Reforms</u> <u>Recommendations of 2nd ARC</u> <u>162 Important Recommendations - their value and importance</u></p>	<p style="text-align: center;"><u>Case Studies</u></p> <ol style="list-style-type: none"> 1. "Self Certification" in Punjab 2. "SAKAL' in Karnataka 3. "Sugarcane Information in Uttar Pradesh"
<p style="text-align: center;">Accountability & Responsibility Efficiency & Effectiveness in Governance</p>	<p style="text-align: center;"><u>Citizen Centric Service (CCS)</u> Citizen Centric Services – Features Gaps in Public Services Initiatives for making Public Services People Friendly (PSPF)</p>
<p style="text-align: center;">Transparency & Openness in Administration Decentralisation and People Participation</p>	<p style="text-align: center;"><u>Citizen's Charter</u> What is Citizen's Charter and its features C Charter initiatives and experiences Citizen's Charter as tool of making SCF</p>
<p style="text-align: center;">Participants' Experience Sharing</p>	<p style="text-align: center;"><u>Public Grievance Redress Systems (PGRS)</u> What is a Public Grievance Need to Redress Public Grievances Methods to redress the Grievances Institutionalization of PGR</p>

DAY - 1

Session No	Process title	Process Details
Session I	1	Content <u>Governance and Public Service Delivery</u>
	2	Sub content <u>What is Governance</u> <u>About Public Service Delivery</u> <u>Quality in Public Service</u> <u>Public Policy - How it is made and how it changes</u>
	3	Session objectives/ purpose After the session, the trainees will be able to explain what is good governance, quality public services and the role of public policy
	4	Expected outcome The trainees would be able to articulate what is good governance and how to deliver quality services
	5	Method/ process The Resource Person (RP) shall make the presentation highlighting the features of good governance, quality in public service delivery and the process as well as role of public policy. The R P will initiate discussions by posing questions related to the present situation. This will be followed by open house discussions.
	6	Aids/Materials Power Point Presentation, White Board
	7	Time/Duration 4 Hrs
	8	Handouts Handouts related to public policy and good governance
	9	Pre & post test formats Through Questions
Session No	Process title	Process Details
Session II	1	Content 2nd Administrative Reforms Commission
	2	Sub content <u>About ARC -Reforms</u> <u>Recommendations of 2nd ARC</u> <u>162 Important Recommendations - their value and importance</u>
	3	Session objectives/ purpose The trainees will be able to explain 2 nd ARC and its recommendations.

	4	Expected outcome	The trainees will be able to articulate the details of 2 nd ARC
	5	Method/ process	The RP will make a power point presentation on the structure and salient features of 2 nd ARC. The RP will also explain the recommendations of 2 nd ARC towards efficient and effective administration and governance.
	6	Aids/Materials	Power Point Presentation, white board
	7	Time/Duration	1 Hr
	8	Handouts	2 nd ARC features and recommendations
	9	Pre & post test formats	---

Session No	Process title	Process Details	
Session-III	1	Content	Accountability & Responsibility
	2	Sub content	Defining Accountability & Responsibility Need for A & R in Public Service Methods of ensuring A & R in PS Impact of improved A & R in PS
	3	Session objectives/ purpose	Explain What is Accountability & Responsibility Identify the need for PS to be Accountable & Responsible Relation between Accountability & Responsibility Explains methods of Accountability Application of Accountability Methods
	4	Expected outcome	Able to identify Responsibility & the methods of Accountability
	5	Method/ process	Group Activity: Picking up from live work situations the problems faced by the people due to failures of the service providers & analyse. The group will discuss how the situation could have been dealt with to meet the needs of the people. Care is taken to check the required attitudes of the Service Providers. The RP will consolidate the observations from the groups & sum up
	6	Aids/Materials	Flip Charts & Marker Pens
	7	Time/Duration	1 Hour

	8	Handouts	Few Cases of Work situations for Group activity
	9	Pre & post test formats	Questions & Answers
Session No		Process title	Process Details
Session IV		Content	<u>Case Study - Discussions</u>
		Sub content	<u>Case Study -</u> <ol style="list-style-type: none"> 1. "Self Certification" in Punjab 2. "SAKAL' in Karnataka 3. "Sugarcane Information in Uttar Pradesh Relating Case Study Discussions to ARC Recommendations
		Session objectives/ purpose	After the session, trainees will be able to understand the case study, discuss it, draw inferences and can relate to the work situation.
		Expected outcome	Trainees would adopt the learning points from the case study analysis in their day to day work.
		Method/ process	<p>Hard copies of the case studies, which shall be provided to each trainee on the first day, will be discussed in this session. The R P will make a brief presentation highlighting the case studies and initiate discussion. The RP can divide the case study in to parts, each part can be discussed in groups. The RP shall encourage the trainees to come out clearly and openly on the learning points of the case study. Then the RP can initiate the debate or discussion on the implementation, adaptability and replicability of the case study.</p> <p>Finally, the learning points to be related to the recommendations of 2nd ARC .</p>
		Aids/Materials	PPTs, White Board, Philip Charts
		Time/Duration	2 Hrs
		Handouts/ FAQ	Hard Copies of Case Studies
		Pre & post test	----

		formats	
DAY - 2			
Session No.		Process Title	Process Details
Session V		Content	Efficiency & Effectiveness in Governance
		Sub content	Defining Efficiency & Effectiveness Need for efficiency & Effectiveness Scope for improvement in Public Services Methods of achieving Eff. & Effectiveness Parameters of recording E&E
		Session objectives/ purpose	Defining Efficiency & Effectiveness Explain the impact of Poor Public Services. Steps to improve E& E in Public Services Explain the methods of improving performance
		Expected outcome	Explain how the Public Services can be made effective & meets the expectations of the people.
		Method/ process	The RP will explain E & E using a Case Study related to the attributes of increasing Efficiency and Effectiveness in Public Service.
		Aids/Materials	Cases, Eg: Single Window Service delivery System
		Time/Duration	1 Hour
		Handouts/ FAQ	Best Practices
		Pre & post test formats	Ask the participants to identify Public Services where the efficiency can be improved & also to explain the steps to make the services effective.
Session No		Process title	Process Details
Session VI	1	Content	Transparency & Openness in Administration
	2	Sub content	What is Transparency

		Need for Transparency Perceptions of the Users Benefits of being Transparent in delivery of services
3	Session objectives/ purpose	Explain Transparency List the methods to bring in Transparency Transparency applications in day to day work
4	Expected outcome	Ensure transparency in day to day work
5	Method/ process	Brain storming, Audio-Visuals & interactive discussion
6	Aids/Materials	Film on RTI/RTI Templates(drafts)
7	Time/Duration	1 Hour
8	Handouts/ FAQ	FAQs on RTI RTI-Guidelines & Rules
9	Pre & post test formats	Questions & Answers on Transparency practices

Session No	Process title	Process Details
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Session VII	1.	Content	Citizen Centric Service (CCS)
	2	Sub content	Citizen Centric Services - Features Gaps in Public Services Initiatives for making Public Services People Friendly (PSPF)
	3	Session objectives/ purpose	Explain concept of CCS, Identify gaps in Public Services List Initiatives of PSPF
	4	Expected outcome	Ensure CCS, Need based service delivery, Improved Public Satisfaction.
	5	Method/ process	Interactive session followed by discussion.
	6	Aids/Materials	Best Practices Case Study

	7	Time/Duration	1 Hour
	8	Handouts/ FAQ	Excerpts from ARC, Tips to make PSPF
	9	Pre & post test formats	Questions & Answers
Session No		Process title	Process Details
Session VIII	1	Content	Citizen's Charter
	2	Sub content	What is Citizen's Charter and its features Citizen's Charter initiatives and experiences Citizen's Charter as tool of making SCF
	3	Session objectives/ purpose	Explain the need for making Services CF List the Methods of Making Services CF Describe the formulation of Citizen's Charters Explain the importance of CC in making SCF
	4	Expected outcome	Initiate actions for formulation of CC
	5	Method/ process	Group Activity: Form 3-4 Groups. The participants are given copies of different Citizen's Charters adopted by the organizations & asked to discuss the salient features of the CCs using Handouts & list them on the chart. Make a presentation before the other groups. The RP will lead discussions referring to the observations made by the Groups & summarize the process of formulation of Charters & its utility in making services people friendly.
	6	Aids/Materials	Copies of the Citizen's Charters
	7	Time/Duration	1 Hour
	8	Handouts/ FAQ	Guidelines to formulate Citizen's Charters
	9	Pre & post test formats	Quiz on Charters
	Session No		Process title
Session IX	1	Content	Public Grievance Redress Systems (PGRS)
	2	Sub content	What is a Public Grievance Need to Redress Public Grievances Methods to redress the Grievances

		Institutionalization of PGR
3	Session objectives/ purpose	Explain what is a Grievance List the need for Grievance Redress Mechanism List different methods of PGR Explain steps to Institutionalize PGR
4	Expected outcome	Able to handle Public Grievances & evolve a system in handling PG
5	Method/ process	Role Play: The Participants are asked to give a complaint about one of their grievances in receiving services from a department. 3 Participants will be asked to play the role of officials & Public handling these grievances. After discussion the RP using the feedback will explain the need for evolving a PGR S. Present one Best Practice for discussion & summarize the need for a practical people friendly PGRS.
6	Aids/Materials	Copies of PGRs System/Format AV clippings on PGRS - CHESCOM, Mysore
7	Time/Duration	1 Hour
8	Handouts/ FAQ	Best Practices in PGRS - Mysore City Corporation and CHESCOM, Mysore
9	Pre & post test formats	Questions & Answers

Session No	Process title	Process Details
Session X	1	Content Issues & Challenges in making Services Citizen Centric
	2	Sub content Active Citizen Participation Adopting Core Principles for CCS
	3	Session objectives/ purpose Explain methods of People Participation List the Core Principle for making Governance CC
	4	Expected outcome Able to adopt methods for CCS involving the people at different levels
	5	Method/ process Group Activity: The participants are given an issue bothering the local community and asked to find out the solutions and explore the ways & means of mobilizing the resources. The Group will make presentations and facilitated by the RP. The other

		Group will be asked to list out the Principles that should guide the process of Governance and make a presentation using the Handout. The RP will summarize the session the need for adopting Core Principles for every Functionaries & also the Active Civil Society for happiness of the community at large on long terms.
6	Aids/Materials	White Board, Flip Chart & Marker Pens.
7	Time/Duration	1 Hour
8	Handouts/ FAQ	Hand outs on Core Principle for Governance Citizen Centric
9	Pre & post test formats	Assessment through Questions