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Administrative Training Institute



**Half Day  
Training Module  
On  
Citizen Centric Services  
Based on 2<sup>nd</sup> 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, 12<sup>th</sup> 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 12<sup>TH</sup> 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

#### What is Governance

About Public Service Delivery

Quality in Public Service

Public Policy - How it is made and how it changes

#### About ARC -Reforms

Recommendations of 2<sup>nd</sup> ARC

162 Important Recommendations - their value and importance

Participants' Experience Sharing

#### Case Studies

1. "Self Certification" in Punjab
2. "SAKAL' in Karnataka

#### Public Grievance Redress Systems (PGRS)

What is a Public Grievance

Need to Redress Public Grievances

Methods to redress the Grievances

Institutionalization of PGR

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	1 Hr
	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	<b>2<sup>nd</sup> Administrative Reforms Commission</b>
	2 Sub content	<u>About ARC -Reforms</u> <u>Recommendations of 2<sup>nd</sup> ARC</u> <u>162 Important Recommendations - their value and importance</u>
	3 Session objectives/ purpose	The trainees will be able to explain 2 <sup>nd</sup> ARC and its recommendations.
	4 Expected outcome	The trainees will be able to articulate the details of 2 <sup>nd</sup> ARC
	5 Method/ process	The RP will make a power point presentation on the

		structure and salient features of 2 <sup>nd</sup> ARC. The RP will also explain the recommendations of 2 <sup>nd</sup> ARC towards efficient and effective administration and governance.	
	6	Aids/Materials	Power Point Presentation, white board
	7	Time/Duration	1 Hr
	8	Handouts	2 <sup>nd</sup> ARC features and recommendations
	9	Pre & post test formats	---
Session No	Process title	Process Details	
Session III	Content	<u>Case Study - Discussions</u>	
	Sub content	<u>Case Study -</u> 1. "Self Certification" in Punjab 2. "SAKAL' in Karnataka  <b>Relating Case Study Discussions to ARC Recommendations</b>	
	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	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. Finally, the learning points to be related to the recommendations of 2 <sup>nd</sup> ARC .	
	Aids/Materials	PPTs, White Board, Philip Charts	
	Time/Duration	1 Hr	

		Handouts/ FAQ	Hard Copies of Case Studies
		Pre & post test formats	----
<b>Session No</b>		<b>Process title</b>	<b>Process Details</b>
<b>Session IV</b>	1	<b>Content</b>	<b>Public Grievance Redress Systems (PGRS)</b>
	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