



Haryana Institute of Public Administration

**Impact of Administrative Reforms
on Citizen-centric Governance
for Officers of the Government of Kingdom of Cambodia**

(8-10 December, 2021)

Objective

- To enable the participants to internalise the Impact of Administrative Reforms on Citizen Centric Governance.
- To provide a platform for dialogue and knowledge sharing, highlighting the importance of Citizen Centric Governance in Sustainable Development.
- To facilitate the sharing of international experiences and best practices and lessons learnt on Citizen Centric Governance.
- To familiarise the participants on Citizen Centric Governance framework adopted by Government of India in implementing projects, including policy, IT applications and e-governance initiatives.

Pedagogy

The training programme will be conducted through lectures given by distinguished practitioners and experts in corporate governance. After every lecture, there will be an interactive session providing an opportunity to the participants to ask questions or comment on the lecture. Reading material would be provided online to the participants for added information on the lectures of the training programme. At the end of the training programme, the participants will be assessed through a Google Quiz for their understanding of the whole programme.

Impact of Administrative Reforms on Citizen Centric Governance

Inaugural Session (Wednesday, 8 December 2021, 0900 hrs.)

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| 0900-0910 hrs. | Welcome remarks by Mrs. Surina Rajan,
Director General, HIPA |
| 0910-0920 hrs. | Inaugural remarks by Mr. Dammu Ravi,
Secretary (Economic Relations)
Ministry of External Affairs |
| 0920-0930 hrs. | Inaugural remarks by H.E. Ung Sean
Ambassador of Cambodia, New Delhi |
| 0930 hrs. | Vote of Thanks by Dr. Manveen Kaur |



Impact of Administrative Reforms on Citizen Centric Governance **Wednesday, 8 December 2021 (1400-1410 hrs.)**

Overview by Dr. Manveen Kaur
Faculty Haryana Institute of Public Administration (HIPA)

Dr. Manveen Kaur is a faculty member in Haryana Institute of Public Administration, Guugram in the area of Rural Development for the last 27 years. Her area of interest include Rural Development, Gender, Social Audit, Micro Credit (SHG). She has been the Nodal officer of prestigious projects inter-alia CBPR, CBSP, Training for All, etc. She has also done Research Projects funded by IFAD, MADP, DOPT, DFID and UNDP including Haryana's first Human Development Report; Impact Assessment Study of the Mewat Region ; Status of Employment with special focus on Gender, 2005; Base Line Survey of Command Area of the Mewat Region ; Strengthen the Election Process in Haryana Dr. Kaur is also the faculty Training Coordinator for the Institute.



First Lecture (Wednesday, 8 December 2021, 1000 hrs)

Indian's Citizen Constitution – An Overview

by Mr. B.T. Kaul, Professor of Law in Delhi

Mr. B.T. Kaul, a renewed Law Expert, practiced Law for more than 20 years and resumed profession as practicing lawyer in July 2019 after serving as Professor of Law, University of Delhi and the Chairperson, Delhi Judicial Academy, New Delhi. He is a practicing Lawyer at Supreme Court.



Second & Third Lectures (Wednesday, 8 December 2021, 11:10 hrs)

- Important Government Initiatives on Citizen Centric Governance for Effective Service Delivery**
- Rethink: existing systems and gaps in governance system**

by Mr. V. Srinivas, IAS Additional Secretary, DARPG & Director General, National Centre for Good Governance (NCGG) .Senior IAS officer of 1989 batch of Rajasthan Cadre

Mr. Srinivas has held important positions in the State & Central Government. He is the recipient of many awards. Mr. Srinivas has played key roles and authored many books/papers.

He has participated in the development of Good Governance Index 2019.

He has authored the National e-Services Delivery Assessment 2019, the Central Secretariat Manual of Office Procedures 2019, the National COVID 19 Preparedness Survey – Responses from 410 District Collectors and IAS Officers of 2014-2019 batches.

He has conducted the 23rd National Conference on E-Governance at Mumbai, Maharashtra, the 22nd National Conference on E-Governance at Shillong Meghalaya, the 12th National Civil Services Day at New Delhi, the National Seminar on E-Governance at Thiruvananthapuram, Kerala, the Regional Conferences on Good Governance at Jammu, Nagpur and Thiruvananthapuram

Mr. Srinivas has conducted the Special Training Programs for Permanent Secretaries of the Republic of Maldives, Bangladesh, Myanmar, Cambodia, Gambia.



Fourth Lecture (Thursday, 9 December 2021, 1000 hrs)

Redo: organization restructuring

- reduce hierarchy**
- reduce complexity**
- single window system**

by Mr. Sanjeev Chopra, IAS (Former Director General of the Lal Bahadur Shastri National Academy of Administration (LBSNAA)).

Mr. Sanjeev Chopra, 1985 batch West Bengal cadre IAS, Former Director General of the Lal Bahadur Shastri National Academy of Administration (LBSNAA). He has a postgraduate in political science and MBA. He was a consultant with the International Labour Organisation (ILO)

Fifth Lecture (Thursday, 9 December 2021, 1110 hrs)

Design: new models of Governance-: e-initiatives

by Mr. Kapil Kumar Sharma, Senior Scientist at NIC, Delhi

Mr. Kapil Kumar Sharma has over 25 years of experience in meeting critical e-Governance ICT development and Implementation challenges in Central and State Government departments.

He has experience in solving infrastructure issues such as server sizing, scalability, failover and monitoring. Deployment on Cloud

He has developed programmes for in Digital Signing, Cloud Deployments, Capacity building.

He specialises in :

Business Process Analysis

Development/Deployment of G to E Solution

Lead cross functional teams in meeting project deliverables

Project and Programme implementation

Analyse, plan, communicate effectively orally and in writing (including Technical Documentation)

Database: Postgres

Operating System: Linux

He holds an M.Phil and an MBA in IT



Seventh Lecture (Friday, 10 December 2021, 1000 hrs)

Right to Information Act

by Mrs. Urvashi Gulati, IAS (retd.) (Former Chief Secretary of Government of Haryana)

Mrs. Urvashi Gulati has served as State Information Commissioner Haryana . She was born at Ambala & did her Graduation & Post-Graduation in Pol. Science from Panjab University, Chandigarh. She is a Gold Medalist in the Social Sciences Faculty and was appointed as a lecturer in Panjab University. Mrs. Gulati belongs to 1975 batch of Indian Administrative Service and was allotted to Haryana Cadre. She served in the State of Haryana for 37 years . As the Chief Secretary to the Government of Haryana from 2009-2012, Mrs. Gulati took keen interest in infrastructure projects as well as in the poverty alleviation programmes. Her experience varies from Rural Development to Urban Development, Sanitation to Health, Agricultural Marketing and Cooperatives to Industrial Training, Gender issues and community participation.



Eighth Lecture (Friday, 10 December 2021, 1110 hrs)

Electoral Reforms

by Dr. S.Y. Quraishi, IAS (retd.) (Former Chief Election Commissioner of India)

Dr. S.Y. Quraishi a well known development thinker and for his inclusive style of leadership and for bringing together wide varieties of groups and institutions to achieve the common objectives of development.

Born on June 11, 1947, in Delhi, Dr. S.Y. Quraishi joined the Indian Administrative Service in 1971 and after holding several strategic and key positions, rose to become the 17th Chief Election Commissioner of India, the world's largest democracy.

As the Election Commissioner and Chief Election Commissioner of India (2006-2012), he introduced a number of innovative electoral reforms, established an Expenditure Control Division and a Voter Education Division in the Commission.

He has delivered lectures on democracy and elections at numerous fora worldwide including a number of universities like Harvard, Yale, Pennsylvania, California, North Carolina in the US and Cambridge and London in UK.

He has been appointed as a Member of the Board of Advisors of International IDEA (Institute of Democracy and Electoral Assistance) Stockholm with effect from December 2012.

As CEC, he launched YUVA (Youth United for Voter Awareness) and NVD (the National Voters Day, marked on January 25) as a movement for registration of young voters. This helped bring about a participation revolution in Indian Elections.



Ninth Lecture (Friday, 10 December 2021, 1220 hrs)

Right to Service : Ease of Living

by Mr. T.C. Gupta, IAS

An IAS Officer of 1987 batch of Haryana Cadre, Mr Gupta has held multifarious assignments during last 32 years including Sub Divisional Magistrate, Additional Deputy Commissioner, Deputy Commissioners and Additional Chief Secretary. Mr. Gupta received the e-governance award from Govt. of India for bringing speed and transparency in HUDA's operations in the year 2008-09

Presently, Mr. Gupta is serving as Chief Commissioner, Right to Service Commission, Haryana.



Mrs. Surina Rajan, Director General, HIPA

Mrs. Surina Rajan, Director General, is an IAS Officer of Haryana Cadre of the 1985 Batch having topped the Civil Services Examination that year.

Prior to joining the Service, she was an Assistant Professor of Economics at Kurukshetra University. During her career as an Administrator, she has been the Labour Commissioner, Director of Employment, Director of Science & Technology, Director of Education in Haryana. She was Additional Secretary in Ministry of Defence, Government of India and CEO with the rank of Secretary to the Government of India, in the Bureau of Indian Standards.

As an International Civil Servant at ILO, she participated in the promotion of the Decent Work Agenda and International Labour Standards. She has been recognized by Government of India for her work in training, e-governance and energy conservation.

Mrs. Rajan is a gold-medalist in Economics from Kurukshetra University with a M Phil with distinction from Punjab University. She has also studied for a course on sustainable development jointly organized by University of Delaware, USA and The Energy Research Institute, India.



Valedictory Session for all three Training Modules : Corporate Governance, Citizen-centric Governance and Disaster Management (Friday, 10 December 2021, 1615 hrs. Indian Standard Time (IST) which is 1745 hrs. Cambodian Standard Time)

1615-1620 hrs.IST	Summing up remarks by Amb (Retd) Dr. Kheya Bhattacharya
1620-1625 hrs.IST	Summing up remarks by Dr. Abhay Shrivastava
1625-1630 hrs.IST	Summing up remarks by Dr. Manveen Kaur
1630-1640 hrs.IST	Google Quiz
1640-1650 hrs.IST	Distribution of Certificates (online)
1650-1700 hrs.IST	Valedictory remarks by Mr. Sanjiv Aggarwal Counsellor, Embassy of India, Cambodia
1700-1710 hrs.IST	Concluding remarks by Mrs. Surina Rajan, Director General, HIPA
1710-1720 hrs.IST	Vote of Thanks by Dr. Abhay Shrivastava



Thank You