

10<sup>th</sup> to 12<sup>th</sup>  
November



Programme fees:  
Rs. 6500/- plus GST  
(As applicable)  
(avail upto 25% discount)

**NATIONAL PRODUCTIVITY COUNCIL  
ANNOUNCES ONLINE CERTIFICATE COURSE ON  
“Good Governance and RTI”**

**PROGRAM OBJECTIVE:**

Effective Governance refers to structures and processes that are designed to ensure accountability, transparency, responsiveness, rule of law, stability, equity and inclusiveness, empowerment, and broad-based participation. During the course of governance, citizens have the right to access such information which have public interest and delivering rightful information to stakeholders is sign of **GOOD GOVERNANCE**.

Therefore, to promote transparency and also to contain corruption, access to information is imperative. Right to public Information enhances people participation in democratic process thereby empowers the citizen and make the governance a Citizen Centric Government. In a fundamental sense, right to information is one of the basic necessities of good governance which has led to introduction of **RTI Act 2005**. The Act have revolutionized the governance in terms making the public authorities accountable in terms of delivery of service to citizens. The weapon of access to information also provides necessary

The training program on **“Good Governance & RTI”** intends to provide insight about various provisions of RTI Act while addressing issues for making a citizen centric governance. The training would also identify opportunities for improvement in the process, systems and ensure quality in public service delivery. It's also intended to establish accountability and readiness in the process of delivering service to citizens as part of requirement under RTI Act-2005. The programme also aims to infuse awareness about access to information which is a toll to empower citizens in a democracy as it urges the people of the nation to scrutinize the actions and policies of the government.

This course will not only help the public servants but also would empower the citizens to understand the governance, its accountability and quality in delivery of service for a Good Governance.

**COURSE COVERAGE:**

Upon successful completion of this program, participants would:

- Understand overview of RTI Act, various provisions and implementation measures of the act and exemption clauses
- Understand relevant orders, cases and good practices related to the Right to Information Act 2005.
- Understand the framework of good governance, role of public authority, Right to Public Service Delivery
- Understand significance of Citizen Charter and Grievance handling for Good Governance
- Service Quality by Public Service Organizations (Reference: IS 15700:2008)
- Success Stories & Best Practices, Case study presentations & discussions

**TARGET GROUP:**

- Officials working in different functional areas which include administration, finance & accounts, personnel & training/HRD, contracts, procurement, etc. from Govt. organizations, NGOs
- Government Organizations, PIOs, CPIOs, officials handling RTI related matters
- Officials working in public service delivery and handling citizens

### METHODOLOGY:

- The Training Programme would be conducted **online** through **Cisco WebEx** platform.
- The faculty would include specialists from NPC & guest speakers from organizations of eminence.
- Methodology of the programme would be participative in nature with a focus on principal of adult learning.
- The sessions would be expert-led, participant-centered conceptual deliberations, involving case studies, individual and group exercises, and development of action plans by the participants for the implementation at the organizational levels to address the issues of RTI.

### FINANCIAL IMPLICATIONS:

- **Rs.6500/- + 18% GST (Rs. Six Thousand Five Hundred only + 18% GST as per applicable)** per participant inclusive of programme material and professional charges. (Online or offline payment).
- **Payment can be made online by scanning the QR code.**
- The Cheque/DD/ECS should be drawn in favor of **“National Productivity Council” payable at New Delhi.**
  - **ECS Detail-Bank Name: Indian Overseas Bank, 70 Golf Link, New Delhi,**
  - **Bank Account No.: 026501000009207,**
  - **IFCS/RTGS/NEFT Code: IOB-A0000265 MICR Code: 110020007**
  - **PAN No: AAATNO402F, GST No.: 07AAATN0402F1Z8**

Nominations by organizations	Discount	Nominations by individuals	Discount
More than 5 participants	Upto 10%	Repeated (2 <sup>nd</sup> time onwards)	Upto 5%
More than 10 participants	Upto 15%	Repeated (5 <sup>th</sup> onwards)	Upto 10%
More than 15 participants	Upto 25%		

### FACULTY DETAILS:

#### Dr. Girish Prasad Swain



Dr. Swain is a consultant, trainer and capacity building expert having experience of more than 25 years. He has worked as a consultant in Smart City Campaign, Bhubaneswar, content coordinator with Tata Steel, Govt. partnership officer with Care India, announcer with All India Radio and Capacity building expert with UNICEF projects and various SIRD & PR department of different State governments. He has been associated as resource person in the areas of Good Governance, RTI, Public service delivery with premier institutes like, State Police academy, Odisha, SIRD Odisha, SIH&FW Odisha, Indira Gandhi Panchayati Raj & Gramin Vikas Sansthan, Rajasthan etc.

#### Mr. Neel Kamal



Mr. Neel Kamal retired as DANICS officer for Govt. of NCT Delhi after successful completion of 35 years of service handling administration, management and liaison, office procedures and Vigilance. His expertise includes areas like administration, office procedures, preliminary enquiry, Right to Information Act 2005, Value added Tax (VAT)/Sales Tax, Election Matters, Food & Supplies, Matters/Essential Commodities Act, Change Management and Citizen Rights.

#### Mr. Ajay K. Bhatnagar



Mr. Ajay K Bhatnagar had worked as Chief Technical Advisor and Former Scientist F (Eq. to Dy. DG) & Head, BIS. He is professionally qualified lead auditor for ISO 9001, ISO 14001, IS 15700 ISO 22000, ISO 45001, and ISO 50001. His experience includes Industry sector (more than 11 Years) and with BIS (more than 30 Years). His areas of expertise include Consultancy in Standard Development, Product and System Certification Schemes of BIS, training and auditing.

**DATES: 10<sup>th</sup>-12<sup>th</sup> November 2021**

<p><b>10<sup>th</sup> November 2021 (Day 1) 14:00 hrs. to 17:00 hrs. (GOOD GOVERNANCE)</b></p> <ul style="list-style-type: none"> <li>• Concept of Good Governance</li> <li>• Citizen Centric Governance</li> <li>• Right to Public Service Delivery</li> <li>• Significance of Citizen Charter in achieving Good Governance</li> <li>• Feedback based Grievance Redressal mechanism</li> <li>• Right to Information and citizen participation in Governance</li> <li>• 5 T practices in the state of Odisha as mode of Good Governance</li> </ul>
<p><b>12<sup>th</sup> November 2021 (Day 3) 10:00 hrs. to 12:00 hrs.</b></p> <ul style="list-style-type: none"> <li>• IS 15700: 2018- Quality Management Systems- Requirements for Service Quality by Public Service Organizations</li> <li>• Quality Management Principles</li> <li>• Service Quality Manual including Service Quality</li> <li>• Continual Improvement</li> </ul>

<p><b>11<sup>th</sup> November 2021 (Day 2) 14:00 hrs. to 17:00 hrs. (RTI Act- 2015)</b></p> <ul style="list-style-type: none"> <li>• Overview of the RTI Act-2015, various provisions</li> <li>• Implementation aspects of the Act and role of Public authorities</li> <li>• Understand RTI in promoting Good Governance</li> <li>• Exemption clauses of RTI and its relation to other Acts/ Rules for effective public service delivery</li> <li>• Implementation of RTI for ensuring Citizen Centric Governance</li> </ul>
<p><b>12<sup>th</sup> November 2021 (Day 3) 14:00 hrs. to 16:00 hrs.</b></p> <ul style="list-style-type: none"> <li>• Discussion of Success Stories and sharing of Best Practices on RTI and Good Governance</li> <li>• Case Study presentation and group discussion</li> <li>• Question &amp; Hour session and discussion</li> </ul>

**REGISTRATIONS:**

Mode of Registration	Individual participant	Company/ Organization
Online	Individual participants may directly register online by clicking on the "Register" button provided at or scanning the QR code.	Sponsoring Organizations can register either online through the below mentioned link/ scanning the QR code or by sending their nominations to the programme coordinator through e-mail.
Offline	Individuals can register Offline by sending e-mail to the programme coordinator by providing details i.e., <b>(Participant's Name, Designation, Company Name, Contact Number and e-mail id.)</b>	Participants sponsored by organizations may enroll themselves through offline mode by sending e-mail to the programme coordinator by providing details i.e., <b>(Participant's Name, Designation, Company Name, Contact Number and e-mail id.)</b>
<p><b>Note: E-Certificate of participation will be issued to all participants</b> Registration Link: <a href="https://www.npcindia.gov.in/NPC/User/webinarpage">https://www.npcindia.gov.in/NPC/User/webinarpage</a></p>		<p><a href="https://bit.ly/3bhphkd">https://bit.ly/3bhphkd</a></p> 

- Web link to join the programme would be sent to nominated participants 1 day before the scheduled session. Participants will be provided requisite technical support for connecting through the Cisco WebEx platform.
- Soft copy of study material will be provided to the participants before/after the session.

## GENERAL INSTRUCTIONS:

- Nomination once confirmed cannot be cancelled, however substitution of participant(s) is allowed.
- In case nominated participant(s) is not able to attend the workshop due to any reason and no substitution is made, fees shall be payable. Limited seats available for the present workshop and hence the nominations will be accepted on first-cum-first-serve basis.
- Organizations are kindly requested to seek confirmation about availability before nominating.
- Last date of accepting nominations is **08.11.2021**.
- You are requested to kindly nominate officers and executives for the present workshop at the earliest and draw maximum benefit from the opportunity.

### FOR FURTHER DETAILS PLEASE CONTACT

Program Coordinator:

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