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**INTERNATIONAL SYMPOSIUM ON  
EXCELLENCE IN PUBLIC SERVICE/PUBLIC  
ADMINISTRATION**

October 7 – 9, 2014,  
The Taj Mahal Hotel, #1, Mansingh Road, New Delhi, India

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*Organized by*



**Department of Administrative Reforms and Public Grievances  
(AR&PG)**

**MINISTRY OF PERSONNEL, PUBLIC GRIEVANCES &  
PENSIONS  
Government of India**

*In collaboration with*



*Empowered lives.  
Resilient nations.*

**United Nations Development Programme, India**

## Day 1: Tuesday, October 07, 2014

Venue: Diwan-I-Am, The Taj Mahal Hotel

| TIME                       | ACTIVITY   |
|----------------------------|--|
| 08:15 AM — 09:15 AM        | <b>REGISTRATION</b>  |
| <b>09:15 AM — 10:00 AM</b> | <b>INAUGURAL SESSION</b>   |
| 09:15 AM - 09:20 AM        | Lighting of Lamp   |
|                            | Welcome and Introductory Address   |
| 09:20 AM - 09:25 AM        | Mr. N Ravi Shanker<br><b>Secretary, Administrative Reforms &amp; Public Grievances (AR &amp;PG)<br/>Government of India</b>  |
| 09:25 AM - 09:30 AM        | Ms. Lise Grande<br><b>UN Resident Coordinator &amp; UNDP Resident Representative, India</b>  |
| 09:30 AM - 09:40 AM        | Mr. Ajit Kumar Seth<br><b>Cabinet Secretary, Government of India</b>   |
| 09:40 AM - 09:50 AM        | <b>Key Note Speaker</b><br>Dr. Jitendra Singh<br><b>Minister of State for Ministry of Personnel, Public Grievances and<br/>Pensions and Minister of State in the Prime Minister's Office</b> |
| 09:50 AM - 09:55 AM        | <b>Vote of Thanks</b><br>Mr. Arun Jha<br><b>Additional Secretary, Administrative Reforms &amp; Public Grievances (AR<br/>&amp;PG), Government of India</b>                                   |
| 09:55 AM - 10:05AM         | Group Photo  |
|                            | <b>Technical Session I:<br/>GLOBAL BEST PRACTICES IN PUBLIC ADMINISTRATION REFORMS</b>   |
|                            | Chair: Dr. Anup K. Pujari<br>Secretary<br>Ministry of Mines, Government of India   |
| 10:05 AM – 10:25 AM        | Best Practice/Initiative: <b>Public Services Reform, CANADA</b><br>Department/Office: Public Service Commission, Canada  |

| TIME   | ACTIVITY  |
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| <p>10:25 AM – 10:40 AM<br/>10:40 AM – 11:00 AM</p> <p>11:00 AM - 11:15 AM</p>                                | <p>Speaker: Mr. Daniel Tucker, Commissioner</p> <p>Question and Answer session</p> <p>Best Practice/Initiative: <b>Performance Framework Reform, UNITED KINGDOM</b></p> <p>Department/Office: (TBC)</p> <p>Speaker: (TBC)</p> <p>Question and Answer session</p>  |
| <p><b>11:15 AM – 11:30 AM</b></p>  | <p><b>Tea / Coffee Break</b></p>  |
| <p>11:30 AM - 11: 50 AM</p> <p>11:50 AM - 12:05 PM</p> <p>12:05 PM — 12:25 PM</p> <p>12:25 PM – 12:40 PM</p> | <p><b>Technical Session I: (continued)</b><br/><b>GLOBAL BEST PRACTICES IN PUBLIC ADMINISTRATION REFORMS</b></p> <p>Chair: Dr. Prajapati Trivedi<br/>Former Secretary (Performance Management), &amp; Chairman, NACWC,<br/>Cabinet Secretariat, Government of India</p> <p>Best Practice/Initiative: <b>Promoting Budget Management , SINGAPORE</b><br/>Department/Office: Ministry of Finance (Budget Forecasting), Singapore<br/>Speaker: Mr. Devadas Krishnadas, Former Secretary, Ministry of Finance</p> <p>Question and Answer session</p> <p>Best Practice/Initiative: <b>Civil Services Reform, GHANA</b><br/>Department/Office: Public Service Commission, Ghana<br/>Speaker: Mr. Robertson Nii Akwei Allotey, Commissioner</p> <p>Question and Answer session</p> |
| <p><b>12:40 PM — 01:40 PM</b></p>  | <p><b>LUNCH BREAK</b></p>   |
| <p>01:40 PM — 02:00 PM</p>   | <p><b>Technical Session II:</b><br/><b>IMPROVING THE DELIVERY OF PUBLIC SERVICES</b></p> <p>Chair: Mr. Anurag Goel<br/>Former Secretary, Ministry of Corporate Affairs &amp; Former Member of CCI,<br/>Government of India</p> <p>Best Practice/Initiative: <b>Midwives Services Scheme, NIGERIA</b><br/>Department/Office: The National Primary Health Care Development<br/>Agency (NPHCDA)</p>  |

| TIME                       | ACTIVITY   |
|----------------------------|--|
| 02:00 PM — 02:20 PM        | <p>Speaker: Dr. Ado Jimada Gana Muhammad, Executive Director/CEO</p> <p>Best Practice/Initiative: <b>State Wise Attention on Grievances by Application of Technology (SWAGAT), INDIA</b><br/>           Department/Office: Chief Minister's Office, Gujarat<br/>           Speaker: Mr. Ajay Bhadoo, Secretary to the Hon'ble Chief Minister of Gujarat, India</p> |
| 02:20 PM — 02:40 PM        | <p>Best Practice/Initiative: <b>Electronic Single Window procession of foreign trade and customs formalities, SENEGAL</b><br/>           Department/Office: <b>GIE GAINDE 2000, Ministry of Trade, Investment &amp; Industries</b><br/>           Speaker: Mr. Ibrahima Nour Eddine Diagne, Administrateur Général/<br/>           Managing Director</p>           |
| 2:40 PM — 3:00 PM          | Question and Answer session  |
| <b>03:00 PM – 03:15 PM</b> | <b>TEA / COFFEE BREAK</b>  |
|                            | <p><b>Technical Session II: (Continued)</b><br/> <b>IMPROVING THE DELIVERY OF PUBLIC SERVICES</b></p> <p>Chair: Mrs. Chitra Chopra<br/>           Former Secretary, Government of India</p>  |
| 03:15 PM — 03:35 PM        | <p>Best Practice/Initiative: <b>Documento Nacional de Identidad (DNI) De Menores Y Su impacto En El Ejercicio De Los Derechos Humanos Registro Nacional de Identificación y Estado Civil (RENIEC), PERU</b><br/>           Department/Office: Restore Identity &amp; Social Support, RENIEC<br/>           Speaker: Mr. Carlos Reyna, Manager</p>                  |
| 03:35 PM — 03:55 PM        | <p>Best Practice/Initiative: <b>Collaboration Testing and Innovation Saga Project, JAPAN</b><br/>           Department/Office: <b>Saga Prefectural Government</b><br/>           Speaker: Mr. Hiroichi Kawashima, Special Advisor of the Government of Saga</p>  |
| 03:55 PM - 04:15 PM        | <p>Best Practice/Initiative: <b>Regularised Informal Settlements, TANZANIA</b><br/>           Department/Office: Public Service Management, President's Office<br/>           Speaker: Mr. George D Yambesi, Permanent Secretary</p> <p>Question and Answer session</p>  |

| <b>TIME</b>                | <b>ACTIVITY</b>  |
|----------------------------|--|
| 04:15 PM — 04:35 PM        |  |
| 04:35 PM - 04:50 PM        | <b>TEA / COFFEE BREAK</b>  |
| 04:50 PM — 05:10 PM        | <p><b>Technical Session III:<br/>ADVANCING KNOWLEDGE MANAGEMENT IN GOVERNMENT/<br/>PROMOTING WHOLE OF GOVERNMENT APPROACHES IN THE<br/>INFORMATION AGE</b></p> <p>Chair: Dr. Vivek Kumar Agnihotri<br/>Former Secretary, Government of India</p> <p>Best Practice/Initiative: <b>e-Kasih, MALAYSIA</b><br/>Department/Office: Implementation Coordination Unit, Prime Minister's<br/>Department<br/>Speaker: Mr. Aizul Fidy bin Kamarudin, Deputy Director</p> |
| 05:10 PM — 05:30 PM        | <p>Best Practice/Initiative: <b>e- Government Authority Initiative, BAHRAIN</b><br/>Department/Office: Ministry of Health<br/>Speaker: Mr. Mohd. Abdulelah Hasane, Computer System Analyst</p>   |
| 05:30 PM — 05:50 PM        | Question and Answer session  |
| <b>05:50 PM — 08:00 PM</b> | <b>BREAK</b>   |
| <b>08:00 PM — 10:00 PM</b> | <b>WELCOME RECEPTION &amp; DINNER</b><br>Venue: Long Champs, Hotel Taj Mahal   |
| <b>08:30 PM - 08:50 PM</b> | <b>Odissi Dance - Recital by Ms. Madhavi Mudgal</b>  |
| <b>08:50 PM - 09:10PM</b>  | <b>Bharatanatyam Dance - Recital by Ms. Geeta Chandran</b>   |

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### Day 2: Wednesday, October 08, 2014

| TIME                | ACTIVITY   |
|---------------------|--|
| 09:00 AM — 09:20 AM | <p><b>Technical Session III:</b> (Continued from day1)<br/><b>ADVANCING KNOWLEDGE MANAGEMENT IN<br/>GOVERNMENT/PROMOTING WHOLE OF GOVERNMENT APPROACHES<br/>IN THE INFORMATION AGE</b></p> <p>Chair: Mr. Sanjay Kothari,<br/>Secretary, Department of Personnel and Training (DoPT), Government of<br/>India</p> <p>Best Practice/Initiative: <b>TTBizLink, Single Electronic Window, Republic of<br/>TRINIDAD AND TOBAGO</b><br/>Department/Office: Ministry of Trade, Industry, Investment and<br/>Communications<br/>Speaker: Mr. Neshan Singh, Single Electronic Window (SEW) Specialist</p> |
| 09:20 AM – 09:40 AM | <p>Best Practice/Initiative: <b>Dubai Smart Government Department, UNITED<br/>ARAB EMIRATES</b><br/>Department/Office: Implementation and Planning unit, Dubai Smart<br/>Government<br/>Speaker: Mr. Marwan Salem Bin Haider, Executive Director</p>   |
| 09:40 AM – 10:00 AM | <p>Best Practice/Initiative: <b>Uruguay Concursa Portal, URUGUAY</b><br/>Department/Office: The National Civil Service Bureau (ONSC), Office of the<br/>president of Uruguay<br/>Speaker: Mr. Osvaldo Almeida, Gestión de Proyectos</p>  |
| 10:00 AM — 10:20 AM | Question and Answer session  |

| TIME                | ACTIVITY  |
|---------------------|---|
| 10:20 AM – 10:35 AM | <b>TEA / COFFEE BREAK</b>   |
|                     | <p><b>Technical Session IV:<br/>PROMOTING GENDER RESPONSIVE DELIVERY OF PUBLIC SERVICES</b></p> <p>Chair: Ms. Radha Singh,<br/>Former Secretary, Government of India</p> <p>10:35 AM — 10:55 AM Best Practice/Initiative: <b>GRLI, Govt. of Punjab, PAKISTAN</b><br/>Department/Office: Industrial Relation Institute, Labor and Human Resources, Government of Punjab<br/>Speaker: Mr. Tahir Manzoor, Deputy Director</p> <p>10:55 AM – 11:15 AM Best Practice/Initiative: <b>Isange One Stop Centre, RWANDA</b><br/>Department/Office: Rwanda National Police<br/>Speaker: CIP Shaffigah Murebwayire</p> <p>11:15 AM – 11:35 AM Best Practice/Initiative: <b>Chapeu de Palha Programme, BRAZIL</b><br/>Department/Office: Pernambuco State Secretariat for Women, Secretaria de Planejamento e Gestao - PE<br/>Speaker: Ms. Cristina Buarque</p> <p>11:35 AM – 11:55 AM Question and Answer session</p> |
| 11:55 AM - 12:10 PM | <b>TEA/ COFFEE BREAK</b>  |
|                     | <p><b>Technical Session IV: (Continued)<br/>PROMOTING GENDER RESPONSIVE DELIVERY OF PUBLIC SERVICES</b></p> <p>Chair: Mr. Max Evert-Phillips<br/>Director, UNDP Global Centre for Public Service Excellence, Singapore</p> <p>12:10 PM — 12:30 PM Best Practice/Initiative: <b>Creating access to Education for Disadvantaged Female Civil Servants Ethiopian Civil Service University, ETHIOPIA</b><br/>Department/Office: Ethiopian Civil Society University<br/>Speaker: Dr. Hailemichael Abera, President</p> <p>12:30 PM — 12:50 PM Best Practice/Initiative: <b>Catalogo Orientador de Gastos Politicas de Equidad de Gernerio, ECUADOR</b><br/>Department/Office: Minister of Finance<br/>Speaker: Ms. Carola Yanez, Senior Advisor</p>  |

| TIME   | ACTIVITY   |
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| <p>12:50 PM — 01:10 PM</p> <p>01:10 PM - 01:30 PM</p>                            | <p>Best Practice/Initiative: <b>Integrated Services Centre Against Domestic Violence/Family Reconciliation, JORDAN</b><br/>Department/Office: Centre for Integrated Services Against Domestic Violence<br/>Speaker: Ms. Zena Abbadi, Director</p> <p>Question and Answer session</p>   |
| <p><b>01:30 PM – 02:15 PM</b></p>  | <p><b>LUNCH BREAK</b></p>  |
| <p>02:15 PM — 02:35 PM</p> <p>02:35 PM — 02:55 PM</p> <p>02:55 PM — 03:15 PM</p> | <p><b>Technical Session V:<br/>IMPROVING TRANSPARENCY, ACCOUNTABILITY AND RESPONSIVENESS<br/>IN THE PUBLIC SERVICE</b></p> <p>Chair: Mr. S.P. Jakhanwal<br/>Former Secretary (Coordn.), Cabinet Secretariat</p> <p>Best Practice/Initiative: <b>The Integrity Assessment, REPUBLIC OF KOREA</b><br/>Department/Office: Anti-Corruption Survey and Evaluation Division, Anti-Corruption and Civil Rights Commission<br/>Speaker: Mr. Donghyun Kim, Deputy Director</p> <p>Best Practice/Initiative: <b>Public Service Delivery through e-Gov at the Grassroots level, BANGLADESH</b><br/>Department/Office: Cabinet Division<br/>Speaker: Mr. Md. Moyeen Uddin, Additional Secretary</p> <p>Question and Answer session</p> |
| <p>03:15 PM — 03:35 PM</p>   | <p><b>Technical Session V: (continued)<br/>IMPROVING TRANSPARENCY, ACCOUNTABILITY AND RESPONSIVENESS<br/>IN THE PUBLIC SERVICE</b></p> <p>Chair: Mr. Anil Razdan,<br/>Former Secretary, Government of India</p> <p>Best Practice/Initiative: <b>Integrating Network And Community Participation for Effective Malaria Management in Tha Song Yang Di THAILAND</b><br/>Department/Office: Office of Disease Prevention and Control, Department of Disease Control, Ministry of Public Health<br/>Speaker: Dr. Sakchai Chaiyamahapark, Director</p>  |



| TIME                | ACTIVITY   |
|---------------------|--|
| 03:35 PM — 03:55 PM | Best Practice/Initiative: <b>Mission Convergence, INDIA</b><br>Department/Office: Samajik Suvidha Sangam, Govt. of National Capital Territory of Delhi<br>Speaker: Ms. Rashmi Singh, Former Executive Director |
| 03:55 PM - 04:15 PM | Question and Answer session  |
| 04:15 PM — 04:35 PM | SUMMING UP<br>Mr. Jaco Cilliers<br><b>UNDP Country Director, India</b>   |
| 04:35 PM — 04:45 PM | VOTE OF THANKS<br>Mr. Arun Jha<br><b>Additional Secretary, Administrative Reforms &amp; Public Grievances (AR &amp;PG), Government of India (Gol)</b>  |

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**Day 3: Thursday, October 09, 2014**

| <b>TIME</b>      | <b>ACTIVITY</b>  |
|------------------|--|
| 06:30 AM         | Departure to Agra for visit to Taj Mahal   |
| Around 02:00 PM  | Lunch and Refreshments at Agra   |
| 03:30 – 04:00 PM | Departure to Delhi   |
| 06:30 PM         | Arrival at Taj Hotel in New Delhi and then preparation for Departures to the Airport Etc., |

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