Administrative Training Institute,
Mysore

TRAINING MODULES

*Sensitisation Programme
on
2nd ARC Recommendations*
(DARPG – GoI)

1) *2 Days Capsule for Group A & B Officers -Induction level*
2) *1 Day Capsule for other Officers*

3) *½ Day Capsule for others*

4) *Training of Trainers Module on ARC Recommendations*

2013

TRAINING MODULE – 1

Sensitisation Programme
on
2nd ARC Recommendations
(DARPG – GoI)

2 Days Capsule for Group 'A' and 'B' Officers (Induction level)

Participants: Group-A & B Officers who are inducted to Service

Aim of the Course:

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. **List out the QMS leading to Sevottam**
6. **Relate the recommendations of ARC to day today functioning**

Session framework: Governance and Administrative Reforms:

Session			Process Title	Process Details
				DAY - 1
Session I		1	**Content**	**GOVERNANCE (Good Governance)**

		2	Sub content	a) Governance- Historical perspective, Concept and Status.
				b) Components of Governance
				    ➢ Accountability and Responsiveness
				    ➢ Transparency and Openness
				    ➢ Efficiency and Effectiveness
				c) Decentralisation and People Participation
				d) Functions of Government

		3	Session objectives/ purpose	➢ Define Governance, ➢ Analyse Governance ➢ Explain components of Governance
		4	Expected outcome	Knowledge on Governance and its components
		5	Method/ process	The RP will give the brief explanation on Governance and its components and explain with the help of PPT defining Governance & how to make services people friendly by listing the attributes of "Good Governance". Brain Storming
		6	Aids/Materials	PPTs followed by AV / Documentary Film on Governance.
		7	Time/Duration	2 Hours
		8	Handouts	Hand outs on Governance. Excerpts from ARC reports on Citizen Centric Services.
		9	Pre & post test formats	a) Asking the participants their experiences on Good Governance / Bad Governance with cases. b) Participants to identify the parameters towards Good Governance.
Session II		1	**Content**	**ACCOUNTABILITY & RESPONSIBILITY**
		2	Sub content	a) Defining Accountability & Responsibility b) Need for A & R in Public Service c) Methods of ensuring A & R in PS d) 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 ➢ Explain methods of Accountability ➢ List Applications 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 III	1	**Content**	**TRANSPARENCY & OPENNESS IN ADMINISTRATION:**
	2	Sub content	a) What is Transparency b) Need for Transparency c) Perceptions of the Users d) Benefits of being Transparent in delivery of services
	3	Session objectives/ purpose	➢ Explain Transparency ➢ List the methods to bring in Transparency ➢ Identify 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 IV	1.	**Content**	**CITIZEN CENTRIC SERVICES (CCS)**
	2	Sub content	a) Citizen Centric Services – Features b) Gaps in Public Services c) Initiatives for making Public Services d) 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. RP will relate the field experiences with ARC recommendations and explore possibility for effective CCS.
	6	Aids/Materials	Best Practices Case Study
	7	Time/Duration	1.00 Hr
	8	Handouts/ FAQ	Excerpts from ARC, Tips to make PSPF
	9	Pre & post test formats	Questions & Answers
Session V	1	**Content**	**PUBLIC GRIEVANCE REDRESS SYSTEMS (PGRS)**
	2	Sub content	a) What is a Public Grievance b) Need to Redress Public Grievances c) Methods to redress the Grievances d) 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	1.00 Hr
	8	Handouts/ FAQ	Best Practices in PGRS – Mysore City Corporation and CHESCOM, Mysore
	9	Pre & post test formats	Questions & Answers

DAY 2

		EXCELLENCE IN PUBLIC SERVICE SEVOTTAM, IS 15700-2005 FOR MAKING SERVICES CITIZEN CENTRIC	
Sessions I & II	1	**Content**	**IMPROVING CITIZEN FOCUS THROUGH QMS: & PRINCIPLES OF QUALITY MANAGEMENT :**
	2	Sub content	a) Service Quality b) Service Gaps c) Dimensions of Service Quality d) Excellence in public service e) 7 step model of ARC
	3	Session objectives/ purpose	➢ Defining Service Quality ➢ Identification of Service Gaps ➢ Principles of Quality Management System ➢ Explain the importance of achieving excellence in PS ➢ Explain features of Sevottam model
	4	Expected outcome	Able to define Quality Service & Identify the gaps Adopting the Sevottam model
	5	Method/ process	Lecture followed by Group Activity: The RP will faciliatate the session with features of excellence in PS and later the Group is given a case of deficient

			service/poor services to discuss the expectations of the customer & the quality provided. The group will also identify the service gaps responsible for unsatisfactory services. Taking the cues from the findings the RP will discuss the dimensions of Service Quality & explain the 8 QMS Use Visual:8 Principles of QMS Slide:58 of BIS(Service Concept)
	6	Aids/Materials	Documentary film on Sevottam White Board, Flip Chart & Marker Pens.
	7	Time/Duration	2 Hours
	8	Handouts/ FAQ	Principles of QMS, Sevottam model, 7 step model of ARC
	9	Pre & post test formats	Assessment through Questions
Session III & IV	1	**Content**	**ETHICS IN ADMINISTRATION**
	2	Sub content	a) Ethics- What and its relevance to present life b) Personal and Organisational c) Values and Ethics in Public Life
	3	Session objectives/ purpose	➢ Explain the importance of achieving Ethics in Public Service. ➢ Explain the features of Ethics to achieve Excellence
	4	Expected outcome	Follow Values in administration
	5	Method/ process	Lecture followed by discussion. The RP will interact with the participants and elicit the prevailing practices and identify the features of Ethics in public Services, The RP will explain the importance of value in administration to achieve excellence in pubic administration
	6	Aids/Materials	White Board, Flip Chart & Marker Pens.
	7	Time/Duration	1 ½ Hour
	8	Handouts/ FAQ	Ethics in administration – Book published by ATI
	9	Pre & post test formats	Assessment through Questions
Session V & VI	1	Content	**ADMINISTRATIVE REFORMS AND RECOMMENDATIONS**

	2	Sub content	a) Overview of Administrative Reforms b) Summary of ARC Reports c) State Reforms Initiatives
	3	Session objectives/ purpose	➢ Describe Administrative Reforms ➢ List the Reports ➢ Identify State Reform initiatives
	4	Expected outcome	Familiar about the ARC
	5	Method/ process	Interactive discussion
	6	Aids/Materials	Charts and Marker pens
	7	Time/Duration	2.00 Hrs
	8	Handouts/ FAQ	Excerpts of ARC
	9	Pre & post test formats	Question and Answer followed by IRQs

TRAINING MODULE-2

Sensitisation Programme
on
2nd ARC Recommendations
(DARPG – GoI)

1 Day Capsule for Officers

Participants: All Officers

Aim of the Course:
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:

- ✓ Define the concept of Governance and its components
- ✓ Explain the methods for improving Governance
- ✓ Explain the importance of Citizen Centric Services
- ✓ Identify State Initiatives for making Services Citizen Friendly
- ✓ List out the QMS leading to Sevottam
- ✓ Relate the recommendations of ARC to day today functioning

Session framework: Governance and Administrative Reforms:

Session		Process/ Title	Process Details
			DAY - 1
Session I	1	**Content**	**GOVERNANCE (Good Governance)**

	2	Sub content	a) Governance- Historical perspective, Concept and Status.
			 b) Functions of Government
			 c) Components of Governance
			     ➢ Accountability and Responsibility
			     ➢ Transparency and Openness
			     ➢ Efficiency and Effectiveness
			     ➢ Decentralisation and People Participation

	3	Session objectives/ purpose	➢ Define Governance, ➢ Analyse Governance ➢ Explain components of Governance
	4	Expected outcome	Knowledge on Governance and its components
	5	Method/ process	The RP will give the brief explanation on Governance and its components and explain with the help of PPT defining Governance & how to make services people friendly by listing the attributes of "Good Governance".
	6	Aids/Materials	Brain Storming AV / Documentary Film on Governance.
	7	Time/Duration	1 ½ Hour
	8	Handouts	Hand outs on Governance. Excerpts from ARC reports on Citizen Centric Services.
	9	Pre & post test formats	a) Asking the participants their experiences on Good Governance / Bad Governance with cases. b) Participants to identify the parameters towards Good Governance.
Session II			
	1.	**Content**	**CITIZEN CENTRIC SERVICES (CCS)**
	2	Sub content	a) Citizen Centric Services – Features b) Gaps in Public Services c) Initiatives for making Public Services People Friendly (PSPF)
	3	Session objectives/	➢ Explain concept of CCS, ➢ Identify gaps in Public Services

		purpose	➢ List Initiatives of PSPF
	4	Expected outcome	Ensure CCS, Need based service delivery, Improved Public Satisfaction.
	5	Method/ process	Interactive session followed by discussion. RP will relate the field experiences with ARC recommendations and explore possibility for effective CCS.
	6	Aids/Materials	Best Practices Case Study
	7	Time/Duration	1.00Hr
	8	Handouts/ FAQ	Excerpts from ARC, Tips to make PSPF
	9	Pre & post test formats	Questions & Answers
Session III	1	**Content**	**INNOVATIVE WAYS OF CCS**
	2	Sub content	a) Change in paradigm – Individual services to Single Window Services. b) Methods of Single Window Services c) e- Applications (Atalji Jan Seva Kendra (AJSK), Bhoomi, HRMS, e- Seva, Mysore one, Bangalore one, e-Soukaryam, Sakaala)
	3	Session Objectives/ purpose	➢ Explain the concept of Single Window ➢ Describe methods of Single Window System ➢ List various e- Applications of Single Window System.
	4	Expected outcome	Establishment of Single Window System
	5	Method/ Process	Interactive session followed by discussion. RP will explain the importance of SWS to make services Citizen Centric and its utility listed in the above programmes.
	6	Aids/Materials	Flip Chart, Marker Pens, White Board, Flash Cards
	7	Time/Duration	1.00 Hr
	8	Handouts/ FAQ	Handouts on SWS practices Best Practices of e-Applications
	9	Pre & post test formats	Question and Answer
Session IV	1	**Content**	**STATE INITIATIVES FOR MAKING SERVICES CITIZEN CENTRIC – SEVOTTAM, IS 15700-2005**
	2	Sub content	a) Excellence in Public Service

			b) Sevottam Model IS 15700-2005 c) 7 step Model of ARC
	3	Session objectives/ purpose	➢ Explain the importance of achieving Excellence in Public Service. ➢ Explain the features of Sevottam Model
	4	Expected outcome	Adopting the Sevottam Model
	5	Method/ process	Lecture followed by discussion. The RP will interact with the participants and elicit the prevailing practices and identify the features of excellence in public Services, The RP will explain the Sevottam Model as adopted by DARPG and also discuss 7 step Model advocated by ARC.
	6	Aids/Materials	White Board, Flip Chart & Marker Pens.
	7	Time/Duration	1.00 Hr
	8	Handouts/ FAQ	Principles of QMS Sevottam Model 7 step Model of ARC
	9	Pre & post test formats	Assessment through Questions
Session V & VI	1	Content	**ADMINISTRATIVE REFORMS AND RECOMMENDATIONS**
	2	Sub content	a) Overview of Administrative Reforms b) Summary of ARC Reports c) State Reforms Initiatives
	3	Session objectives/ purpose	➢ Describe Administrative Reforms ➢ List the Reports ➢ Identify State Reform initiatives
	4	Expected outcome	Familiar about the ARC
	5	Method/ process	Interactive discussion
	6	Aids/Materials	Charts and Marker pens
	7	Time/Duration	1.00 Hr
	8	Handouts/ FAQ	Excerpts of ARC
	9	Pre & post test formats	Question and Answer followed by IRQs

TRAINING MODULE -3

Sensitisation Programme
on
2nd ARC Recommendations
(DARPG – GoI)

½ Day Capsule for Others

Participants: All Officers/Officials

Aim of the Course:
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:

- ✓ Define the concept of Governance and its components
- ✓ Explain the methods for improving Governance
- ✓ Explain the importance of Citizen Centric Services
- ✓ Identify State Initiatives for making Services Citizen Friendly
- ✓ List out the QMS leading to Sevottam
- ✓ Relate the recommendations of ARC to day today functioning

Session framework: Governance and Administrative Reforms:

Session		Process Title	Process Details
		DAY - 1	
Session I	1	**Content**	**GOVERNANCE (Good Governance)**

	2	Sub content	a) Governance- Historical perspective, Concept and Status.
			 b) Functions of Government
			 c) Components of Governance
			     ➢ Accountabilityand Responsibility
			     ➢ Transparency and Openness
			     ➢ Efficiency and Effectiveness
			     ➢ Decentralisation and People Participation

	3	Session objectives/ purpose	➢ Define Governance, ➢ Analyse Governance ➢ Explain components of Governance
	4	Expected outcome	Knowledge on Governance and its components
	5	Method/ process	The RP will give the brief explanation on Governance and its components and explain with the help of PPT defining Governance & how to make services people friendly by listing the attributes of "Good Governance".
	6	Aids/Materials	Brain Storming AV / Documentary Film on Governance.
	7	Time/Duration	1.00 Hr
	8	Handouts	Hand outs on Governance. Excerpts from ARC reports on Citizen Centric Services.
	9	Pre & post test formats	a) Asking the participants their experiences on Good Governance / Bad Governance with cases. b) Participants to identify the parameters towards Good Governance.
Session II		**Citizen Centric Services**	
	1.	**Content**	**CITIZEN CENTRIC SERVICE (CCS)** **INNOVATIVE WAYS OF CCS**
	2	Sub content	a) Citizen Centric Services – Features b) Gaps in Public Services c) Initiatives for making Public Services

			People Friendly (PSPF) ➥ e- Applications (Atalji Jan Seva Kendra (AJSK), ➥ Bhoomi, ➥ HRMS, ➥ e- Seva, ➥ Mysore one ➥ Bangalore one, ➥ e-Soukaryam ➥ Sakaala)
	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. RP will relate the field experiences with ARC recommendations and explore possibility for effective CCS.
	6	Aids/Materials	Best Practices Case Study
	7	Time/Duration	1 Hr
	8	Handouts/ FAQ	Excerpts from ARC, Tips to make PSPF
	9	Pre & post test formats	Questions & Answers
Session III IV	**1**	Content	**ADMINISTRATIVE REFORMS AND RECOMMENDATIONS**
	2	Sub content	a) Overview of Administrative Reforms b) Summary of ARC Reports c) State Reforms Initiatives
	3	Session objectives/ purpose	➥ Describe Administrative Reforms ➥ List the Reports ➥ Identify State Reform initiatives
	4	Expected outcome	Familiar about the ARC
	5	Method/ process	Interactive discussion
	6	Aids/Materials	Charts and Marker pens
	7	Time/Duration	2.00 Hrs
	8	Handouts/ FAQ	Excerpts of ARC
	9	Pre & post test formats	Question and Answer followed by IRQs

TRAINING OF TRAINERS MODULE
on

Sensitisation Programme
on
2ⁿᵈ ARC Recommendations
(DARPG – GoI)

Participants:

      Selected Resource Persons from the Departments, NGOs and Principals of District Training Institutes

Aim of the Course:

      To enable the participants to prepare with training techniques and to deliver the recommendations of ARC in training programmes and contribute in enhancement of skills and knowledge of trainees to improve the service delivery mechanism with Citizen Centric approach

Objectives:

After the ToT 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. List out the QMS leading to Sevottam
6. List out the different training methods
7. Deliver inputs on ARC Recommendations choosing a training method

Session framework: Training of Trainers and Governance and Administrative Reforms:

Session		Process Title	Process Details
			DAY – 1
Session I	1.	**Introduction to ToT Module**	**ToT Module on Recommendations of ARC** a) DARPGs – Training on ARC Recommendations to the Group 'A' & 'B' officers and One day module for other officers and for Group 'C' officials of the State Govt. b) Introduction to three modules c) Brief about Training Techniques
	2.	Session objectives/ purpose	➢ Explain the need of training on ARC Recommendations ➢ List different methods of training
	3.	Expected outcome	Prepare for learning the training techniques to impart training on ARC Recommendations
	4.	Method/ process	The RP/RT will give a presentation using PPTs. to explain the importance of ToT on ARC
	5.	Aids/Materials	PPTs followed by AV / Documentary Film on Governance.
	6.	Time/Duration	1 Hour
	7.	Handouts	Handout on Training techniques- Training methods, and Preparation of Learning Unit
	8.	Assessment	Oral Question and Answers
Session II(a)	1	**Content**	**GOVERNANCE (Good Governance)**
	2	Sub content	a) Governance-Historical perspective, Concept and Status. b) Components of Governance c) Accountability and Responsiveness d) Transparency and Openness e) Efficiency and Effectiveness f) Decentralisation and People Participation g) Functions of Government
	3	Session objectives/ purpose	➢ Define Governance, ➢ Analyse Governance ➢ Explain components of Governance
	4	Expected outcome	Knowledge on Governance and its components

	5	Method/ process	The RP will give the brief explanation on Governance and its components and explain with the help of PPT defining Governance & how to make services people friendly by listing the attributes of "Good Governance". Brain Storming
	6	Aids/Materials	PPTs followed by AV / Documentary Film on Governance.
	7	Time/Duration	30 Minitus
	8	Handouts	Hand outs on Governance. Excerpts from ARC reports on Citizen Centric Services.
	9	Pre & post test formats	a)Asking the participants their experiences on Good Governance / Bad Governance with cases. b) Participants to identify the parameters towards Good Governance.
Session II(b)	**1**	**Content**	**ACCOUNTABILITY & RESPONSIBILITY**
	2	Sub content	a) Defining Accountability & Responsibility b) Need for A & R in Public Service c) Methods of ensuring A & R in PS d) 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	30 Minitus
	8	Handouts	Few Cases of Work situations for Group activity
	9	Pre & post test formats	Questions & Answers
Session III	1	**Content**	**TRANSPARENCY & OPENNESS IN ADMINISTRATION**
	2	Sub content	a) What is Transparency b) Need for Transparency c) Perceptions of the Users d) 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 IV	1.	**Content**	**CITIZEN CENTRIC SERVICES (CCS)**
	2	Sub content	a) Citizen Centric Services – Features b) Gaps in Public Services c) 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. RP will relate the field experiences with ARC recommendations and explore possibility for effective CCS.

	6	Aids/Materials	Best Practices Case Study
	7	Time/Duration	1.00 Hr
	8	Handouts/ FAQ	Excerpts from ARC, Tips to make PSPF
	9	Pre & post test formats	Questions & Answers
Session V	1	**Content**	**PUBLIC GRIEVANCE REDRESS SYSTEM (PGRS)**
	2	Sub content	a) What is a Public Grievance b) Need to Redress Public Grievances c) Methods to redress the Grievances d) 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	1.00 Hr
	8	Handouts/ FAQ	Best Practices in PGRS – Mysore City Corporation and CHESCOM, Mysore
	9	Pre & post test formats	Questions & Answers

			DAY 2
Session I			**TRAINING TECHNIQUES**
	1	**Content** **SAT cycle**	➤ Training methods and Learning Unit ➤ Different methods used in delivering content ➤ Preparation of a Learning Unit by participants
	2	**Duration**	1 Hour
Session II			**EXCELLENCE IN PUBLIC SERVICE SEVOTTAM, IS 15700-2005 FOR MAKING SERVICES CITIZEN CENTRIC**
	1	**Content**	**IMPROVING CITIZEN FOCUS THROUGH QMS:& PRINCIPLES OF QUALITY MANAGEMENT:**
	2	Sub content	a) Service Quality b) Service Gaps c) Dimensions of Service Quality d) Excellence in public service e) 7 step model of ARC
	3	Session objectives/ purpose	➤ Defining Service Quality ➤ Identification of Service Gaps ➤ Principles of Quality Management System ➤ Explain the importance of achieving excellence in PS ➤ Explain features of Sevottam model
	4	Expected outcome	Able to define Quality Service & Identify the gaps Adopting the Sevottam model
	5	Method/ process	Lecture followed by Group Activity: The RP will facilitate the session with features of excellence in PS and later the Group is given a case of deficient service/poor services to discuss the expectations of the customer & the quality provided. The group will also identify the service gaps responsible for unsatisfactory services. Taking the cues from the findings the RP will discuss the dimensions of Service Quality & explain the 8 QMS Use Visual:8 Principles of QMS Slide:58 of BIS(Service Concept)
	6	Aids/Materials	Documentary film on Sevottam White Board, Flip Chart & Marker Pens.
	7	Time/Duration	2 Hours
	8	Handouts/ FAQ	Principles of QMS, Sevottam model, 7 step model of ARC
	9	Pre & post test	Assessment through Questions

			formats	
Session III		1	**Content**	**ETHICS IN ADMINISTRATION**
		2	Sub content	a) Ethics- What and its relevance to present life b) Personal and Organisational c) Values and Ethics in Public Life
		3	Session objectives/ purpose	➤ Explain the importance of achieving Ethics in Public Service. ➤ Explain the features of Ethics to achieve Excellence
		4	Expected outcome	Follow Values in administration
		5	Method/ process	Lecture followed by discussion. The RP will interact with the participants and elicit the prevailing practices and identify the features of Ethics in public Services, The RP will explain the importance of value in administration to achieve excellence in public administration
		6	Aids/Materials	White Board, Flip Chart & Marker Pens.
		7	Time/Duration	1 ½ Hour
		8	Handouts/ FAQ	Ethics in administration – Book published by ATI
		9	Pre & post test formats	Assessment through Questions
Session IV		1	Content	**ADMINISTRATIVE REFORMS AND RECOMMENDATION (ARC)**
		2	Sub content	a) Overview of Administrative Reforms b) Summary of ARC Reports c) State Reforms Initiatives
		3	Session objectives/ purpose	➤ Describe Administrative Reforms ➤ List the Reports ➤ Identify State Reform initiatives
		4	Expected outcome	Familiar about the ARC
		5	Method/ process	Interactive discussion
		6	Aids/Materials	Charts and Marker pens
		7	Time/Duration	2.00 Hrs
		8	Handouts/ FAQ	Excerpts of ARC
		9	Pre & post test formats	Question and Answer followed by IRQs

PREPARATION OF A LEARNING UNIT AND PRESENTATION IN PLENARY			
Session V & VI	1.	**Content**	Each participant to prepare a Learning unit with Learning Event in detail of the content of the ARC module and present it in plenary RP/RT facilitates in preparation of the LU and encourages the participants to give their feedback on the content and presentation style
Day 3			
TRAINING TECHNIQUES			
Session I to III			Continuation of the Presentation in plenary
Session IV & V		Feedback	RP provides a feedback and assign the task of conducting the ARC modules to the participants in their respective places
Session VI		Action Plan	Participants have to prepare an Action Plan on conducting Recommendations ARC training programmes
			Evaluation