

सरदार वल्लभभाई पटेल राष्ट्रीय पुलिस अकादमी, हैदराबाद  
Sardar Vallabhbhai Patel National Police Academy, Hyderabad  
(भारत सरकार : गृह मंत्रालय)  
(Government of India: Ministry of Home Affairs)



03- Days Inter Services Workshop on 'Best Practices'  
(May 27-29, 2015)

*Course Report*

1. ABOUT THE WORKSHOP:

A 03- Days Inter Services Workshop on 'Best Practices' was conducted at the Academy from May 27-29, 2015 for the officers of Indian Civil Services.

2. WORKSHOP OBJECTIVES:

The objective of the Workshop is to share experiences of respective services, best practices adopted in policy, procedures and delivery mechanisms and the outstanding work done by the officers of different departments and other sectors, discussions on common problems affecting civil services, role and future of civil services in this rapidly changing scenario in the globalised environment.

3. NOMINATIONS:

31 Nominations were received for the Workshop. However, 20 officers attended the Workshop as per the following details:-

Sl No	State / Organization & Name of Service	Officers Nominated	Officers Reported
1	Indian Postal Services	2	2
2	Indian Forest Service (West Bengal, Odisha, Maharashtra & Gujarat Cadre)	4	1
3	Department of Telecommunications	2	2
4	Comptroller & Auditor General of India	1	1
5	Indian Police Service CISF	1	1
6	Indian Police Service CRPF	1	1
7	Indian Police Service ( Maharashtra cadre)	1	1
8	Indian Police Service (Andhra Pradesh Cadre)	1	1
9	Indian Police Service (Nagaland)	1	1

10	Indian Foreign Service	1	1
11	DoPT, New Delhi	2	2
12	Ministry of Railways	6	0
13	Indian Revenue Service (IRS) Income Tax Department	2	2
14	Centre for Training & Development- CGDA, Delhi	1	1
15	Indian Administrative Service (Chhattisgarh, Himachal Pradesh, UP, Maharashtra Cadres)	5	3
Total		31	20

(List of Workshop participants is enclosed)

#### 4. METHODOLOGY

The following methodology was adopted to achieve the Workshop Objectives:

1. Lectures.
2. Power Point Presentations by the Guest Speakers.
3. Power Point Presentations by the Participants of the Workshop
4. Panel Discussion.

#### 5. VALEDICTION:

Smt Deepa B. Das Gupta, IRS, Chief Commissioner of Customs & Central Excise & Service Tax, Visakhapatnam Zone delivered the valedictory address to the participants of the Workshop on Friday 29<sup>th</sup> May, 2015.

#### 6. FEED-BACK ON TOPICS & FACULTY:

The following topics were covered during the Workshop and rated by the participants as follows:

Sl. No	Name of the Speaker	Topic	Quality of Content out of 5.0	Presentation Style out of 5.0	Relevance out of 5.0
1.	Shri D. Chakrapani, IAS (Retd.), Director CIPS, Administrative Staff College of India, Hyderabad	Best Practices in Governance/Innovation	3.9	3.65	4.05
2.	Ms. Amita Singh Professor at the Center for the Study of Law & Governance, JNU, Delhi.	Ethics in Civil Services	3.65	3.85	3.95

3.	Shri Vijay Karan Reddy Director, Centre for Good Governance, Hyderabad	Best Practices in E-Governance	3.74	3.75	4.05
4.	Mrs. Swati Lakra, IPS Addl CP, Crime & SIT, Hyderabad, Telangana	Gender Sensitization	4.39	4.06	4.5
5.	Shri Abhishek Trivedi, IPS DIG(Prov.), NSG	Use of Social Media in Public Services (Panel Discussion)	4.58	4.47	4.58
6.	Shri P. Krishna Sastry, Global Head, Cyber Security Division, TCS, Hyderabad	Use of Social Media in Public Services (Panel Discussion)	4.84	4.58	4.74
7.	Shri Umesh Sharraf, IPS Joint Director(A&SC) SVP NPA	Court Monitoring System (CMS) and Pre Litigation Counselling Forum (PLCF)	4.74	4.42	4.21
8.	Shri V. V. Laxmi Narayan, IPS Jt CP, Thane, Mumbai	Initiatives by Civil Servants- How to beat the Constraints	4.42	4.42	4.53
9.	Shri Venkateshwar Rao Commissioner, Income Tax, Madurai	Initiatives that won PM award/Outstanding initiatives-Using Data Mining in Government-Experience of Income Tax Department	4.58	4.47	4.32
10.	Dr. C. Sylendra Babu, IPS Addl. Director General of Police, Coastal Security Group, Tamil Nadu Police	Best Practices in the Coastal Security Group of TN Police	4.76	4.88	4
11.	Dr. Suresh Kumar Fitness & Nutrition Expert	Healthy Living	4.41	4.59	4.59

## 7. GENERAL FEED BACK ON WORKSHOP / SERVICES:

At the end of the Workshop, the participants were asked to evaluate the Workshop. The average rating given by those for various aspects of the Workshop / service are as follows:

Sl No.	Views by Workshop Participants on:	Grading - Out of 5
1.	Workshop Objectives	4.30
2.	Workshop Contents	3.70
3.	Workshop Methodology	3.65
4.	Accommodation	4.47
5.	Food	4.15

6.	Service	4.32
7.	Sports	4.53
8.	Officers club	4.50
9.	library	4.14
10.	Interaction with Academy Faculty	4.00
11.	Interaction with Guest Faculty	4.15
12.	Reading Material	3.71
13.	Overall Grading of the Workshop	4.00

8. OUTDOOR PROGRAMME, IF ANY:

VISIT: Wednesday 27<sup>th</sup> May, 2015- Round the NPA Campus & Golconda Visit

9. FIELD VISITS:

Nil

10. READING MATERIAL:

Reading Material in CD was supplied to the Workshop participants at the beginning, along with a DVD at the end of the Workshop. A copy of the reading material in CD and DVD are enclosed for ready reference please.

11. (D) Any topics to be added / deleted and any other speaker you may like to suggest:

- Eminent personalities/experts having experience of working in NGOs may be invited as Guest Faculties.
- There should also be lectures on managerial and behavioural issues of governance on which inter services interactions by the participants would be useful.
- Some topics on Inter Departmental Coordination should invariably be there in an Inter Services Workshop, highlighting major issues requiring inter departmental coordination and giving the concerned department & perspective and also the tools for better inter departmental coordination.
- Yes. More inter-disciplined topics/guest lecturers can be invited.
- Ethics topic should be handled better. Speakers from other departments who have actually done some work may be called.
- Focus may be given to topics related to leadership and its importance in innovation. Management practices among various services could have been shared. More speakers from other services would make it more broad based. Dr. Vittal, Ex CVC, Dr. Venugopal Kasba etc could be considered.
- Most of the best practices/initiatives discussed related to the police. A more broad based discussions about other sectors may please be added.
- Healthy living and ethics in services could be deleted.
- More time for participants for presentation.

- There can be more speakers from services other than IPS. Some topics having multi disciplinary aspects can be added.
- Best Practices on Human Resource Management
- Best practices for coordination between various departments/organisations.
- Would suggest inclusion of best practices from other services. The course was crowded with the practices adopted in police forces.
- Very good topics covered. Lot of information showed. Very excellent course.
- GIS/GPS technology for real time monitoring may be included for the present topic of training/course.
- Topics included should be chosen keeping in view that officers of different services are nominated. Speakers from various services for Best Practices may be invited for wider experience for all services, as per mandate of training programme.
- Group activity/sharing of ideas among participants can be included for ice breaking and wider learning.

**12. (E) Any other comments to make this workshop better:**

- More specific best practices may be made part of the Workshop.
- Printed study/reading material should be compiled and given to participants.  
The CD contains only presentations mainly on the lectures.
- Some small group discussions can be included to discuss pre-defined topics and then asked to give presentations to be complemented with discussions by others.
- All the participants should give small presentations (may be 5-7 minutes each) on Best Practices work he or she may have undertaken.
- Post training interactions & discussions should be institutionalised with groups like Huddle.
- Wonderful workshop.
- Actual winners of PM's award for Best Innovations should be invited.
- Participant presentations should be of fixed duration.
- More inter departmental discussions where constructive suggestions can be passed on to appropriate Ministries for examination.
- There could be some common topics assigned to small groups of participants for discussion & presentation of solution etc. Case studies would have been very helpful in initiating lively discussions and exchange of views.
- Participative exercises where participants work in team to achieve set objective.
- Field visits to some good projects/initiatives undertaken by various departments.
- The course may start with a brief sharing of good practices by the participants.

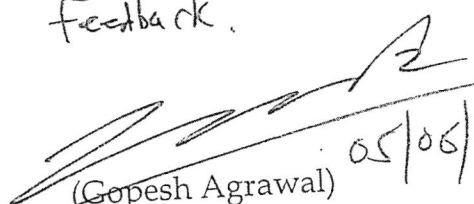
- Presentations could be failed to address issued of common concern and interest. It could focus on matters are relevant to participants and their application at workplace.
- Excellent course.
- Programme and training details/schedule need to be communicated by training institutes in advance/at least by two weeks- not done in present case.
- Co-ordination of travel plans of trainees/officers nominated with local transport/pickup by institute needs improvement.
- Feed Back form need to be more elaborate and provide for comments of participants as well & filled up on last day rather than everyday to save time and proper analysis/suggestions for the course.
- Sessions in afternoon would be more helpful with a 10 minute break between two session of 1 & half hour each.
- Speakers were well experienced but course need to be restructured by choosing topics from various fields being Inter Services Training.

13. Remarks of the Workshop Director on the feedback given by the participants vide paras 11 & 12:-

An advance copy of final programme may be sent to participants by email as requested. Out of eleven guest speakers, only five were from IPS. But we may include more from other services as per feedback. Experience sharing may be more structured if participants send advance copy of their presentations. Ice-breaking or group activity may be planned also as per feedback.

Over all Grading -

4/5

  
(Gopesh Agrawal)  
Deputy Director (Estt.) &  
Workshop Director  
05/06/15

Encl:

1. List of Participants.
2. Programme Copy.
3. List of Guest Faculty.
4. Reading Material in CD
5. Feedback & Final Evaluation.
6. DVD contains presentations and photos.

  
Dy. Director (Estt.) &  
Workshop Director  
05/06/15





**SARDAR VALLABHBHAI PATEL NATIONAL POLICE ACADEMY, HYDERABAD**  
**Programme Schedule for 'Inter Services Workshop on Best Practices'**  
**(27-29 May, 2015)**

SARDAR VALLABHBHAI PATEL NATIONAL Programme Schedule for 'Inter Services Workshop on Best Practices' (27-29 May, 2015)					
Date/Time	0930-1000	1000 - 1130	1200 - 1330	1430 -1600	1600-1730
27-05-2015 Wednesday	Joining formalities	Best Practices in Governance/Innovation Shri D. Chakrapani, IAS (Retd.) Director Centre for Innovations in Public Systems(CIPS), Administrative Staff College of India, Hyderabad	Ethics in Civil Services Ms. Amita Singh Professor at the Center for the Study of Law & Governance, JNU, Delhi.	Best Practices in E-Governance Shri Vijay Karan Reddy Director Centre for Good Governance Hyderabad	Gender Sensitization Mrs. Swati Lakra, IPS Addl CP, Crime & SIT, Hyderabad, Telangana
28-05-2015 Thursday	Use of Social Media in Public Services Panel Discussion Shri Abhishek Trivedi, IPS DIG(Prov.), NSG & Shri P. Krishna Sastry, Global Head, Cyber Security Division, TCS, Hyderabad	0930 - 1130	Court Monitoring System (CMS) and Pre Litigation Counselling Forum (PLCF) Shri Umesh Sharraf, IPS Joint Director(A&SC) SVP NPA	L U N C H Initiatives by Civil Servants- How to beat the Constraints Shri V. V. Laxmi Narayan, IPS Jt CP, Thane, Mumbai	Initiatives that won PM award/Outstanding initiatives-Using Data Mining in Government- Experience of Income Tax Department Shri Venkateshwar Rao Commissioner, Income Tax, Madurai Valedictory Address by
29-05-2015 Friday	Best Practices Power Point Presentations by participants of the Workshop	Best Practices in the Coastal Security Group of TN Police Dr. C. Sylendra Babu, IPS Addl. Director General of Police, Coastal Security Group, Tamil Nadu Police	Healthy Living Dr. Suresh Kumar Fitness & Nutrition Expert	Smt Deepa B Das Gupta, IRS Chief Commissioner of Customs & Central Excise & Service Tax, Visakhapatnam Zone.	

Venue: AP Conference Hall  
Tea Break: 1130-1200 hrs

*(Signature)*  
**(Gopesh Agrawal)**  
**Deputy Director (Estt.)**  
**Workshop Director**