

**REGIONAL CONFERENCE ON
Innovations in Citizen Centric Services Delivery**

PROGRAMME: 21st-22nd DECEMBER, 2016

VENUE: BALL ROOM, COUNTRY INN, MI ROAD, JAIPUR (RAJASTHAN)

Day-1: 21st December, 2016 (Wednesday)

09:30-11:00: Registration and Tea

11:00-11:30: Inaugural Session

11:30-11:40: Welcome Address by Ms. Gurjot Kaur, DG, Dr. HCM RIPA, Jaipur

11:40-11:50: Address by Shri O. P. Meena, Chief Secretary, Government of Rajasthan

11:50-12:00: Address by Shri C. Viswanath, Secretary, Department of Administrative Reforms & Public Grievances, Government of India

12:00-12:45: Session-I

12:00-12:20: Presentation on **Bhamashah Yojana** by Shri Anil Kumar Singh, Government of Rajasthan

12:20-12:45: Presentation on **e-Lok Sewa Kendra** (electronic provision of Services) by Shri Alex Paul Menon, Government of Chhattisgarh

12:45-14:00: Lunch

14:00-15:45: Session-II

14:00-14:20: Presentation on **CM Office Real-Time Executive (Core) Dash Board** by Dr. Nikhil Agarwal, Government of Andhra Pradesh

14:20-14:40: Presentation on **IT Innovations in Karnataka** by Dr. G. Kalpana, Government of Karnataka

14:40-15:00: Presentation on **Rajasthan Sampark** by Shri K. K. Pathak, Government of Rajasthan

15:00-15:20: Presentation on **Capacity Building in Disaster Management: A way forward** by Shri Arasu Sundaram, Government of Tamil Nadu

15:20-15:45: Presentation on **Taking Registration nearer to people** and **Transport wallet** by Shri. V. Srinivasulu, Dr. Srinivas Puppala, Government of Telangana

15:45-16:00: Tea

16:00-17:20: Session III

16:00-16:20: Presentation on **Prerna – Learning Outcomes** by Shri Rohan Thakur, Government of Himachal Pradesh

16:20-16:40: Presentation on **Sewa Kendras** by Shri Vinesh Gautam, Shri Manpreet Singh Government of Punjab

16:40-17:00: Presentation on **CM Window: A Public Grievance Redressal System** and **e-District** by Shri Bhupeshwar Dayal, Shri Ghan Shyam Bansal, Government of Haryana

17:00-17:20: Presentation on **Sewa Setu and Chintan Shivir** by Shri Keyur Sampat, Government of Gujarat

19:00-20:15: Cultural Programme followed by dinner

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Day-2: 22nd December, 2016 (Thursday)

10:30-13:00: Session IV

- 10:30-11:00: Presentation on **Reforms in School Education of Rajasthan** by Shri Naresh Gangwar, Government of Rajasthan
- 11:00-11:30: Presentation on **Public Services by one of the Largest Public Utility DJB** by Ms. Nidhi Srivastava, Government of NCT of Delhi
- 11:30-12:00: Presentation on **Dial 100–Emergency Response System** by Shri Anvesh Mangalam, Government of Madhya Pradesh
- 12:00-12:30: Presentation on **Nirbhaya Homes of Mahila Samakhya and Participatory Governance–Case of Parambikulam Tiger Resort** by Dr. S. Sajeev, Government of Kerala
- 12:30-13:00: Presentation on **Devbhoomi Public Service Centre** by Shri Sanjay Mathur, Government of Uttarakhand

13:00-14:00: Lunch

14:00-16:00: Valedictory Session

- 14:30-14:50: Presentation on **Rajasthan: Road to Development** by Shri Akhil Arora, Government of Rajasthan
- 14:50-15:00: Address by Shri O.P. Meena, Chief Secretary, Government of Rajasthan
- 15:00-15:10: Address and Summing up by Shri. C. Viswanath, Secretary, Department of Administrative Reforms and Public Grievance, Government of India
- 15:10-15:40: Address by Shri Kali Charan Saraf, Hon'ble Minister, Medical and Health, Government of Rajasthan
- 15:40-15:50: Address by Dr. Jitendra Singh, Hon'ble MoS (PP), Government of India
- 15:50-16:00: Vote of thanks by Shri P.K. Goyal, Principal Secretary Administrative Reforms Department, Government of Rajasthan