

Agenda for 2nd Workshop on Sevottam on 18-19 October 2011

Day 1		
Time	Session Title	Facilitator/Faculty
09.00 - 09.30	Registration	
	Arrival of Chief	Guest Cabinet Secretary
09.30 - 09.40	Context setting through powerpoint	Shri P. K. Jha, Joint Secretary - DARPG
9.40 - 09.50	Introduction to SEVOTTAM/International Experience	Dr Amitabh Rajan, Additional Secretary - DARPG
09.50 - 10.00	Public Service Delivery	Shri Ramesh C. Misra, Secretary - DARPG
10.00 - 10.15	Address by Chief Guest	Shri Ajit Seth, Cabinet Secretary
10.15 - 10.20	Vote of Thanks	Shri Satish Kumar, Director, DARPG
10.20 - 10.40	Tea Break	
10.40 - 11.00	Invitee Presentation	MCA 21
11 - 11.20	Invitee Presentation	Sevottam in India Post
11.20 - 12.20	Presentation on Concept/ Group formation/explanation of formats	Dr Sanjeevan Bajaj, CEO FQF
12.20 - 1.15	Q & A	DARPG/ CEO - FQF
1.15 - 2.00	Lunch	
2.00 - 5.30	Group Exercise	6 Facilitators for 6 groups
	Tea break at 3.30 - 3.45	
DAY 2		
9.00 - 11.00	Groups look at prints of other group outputs and note their key comments(SHARING & IMPROVING own ppt)	
11.00 - 11.20	Tea Break	
11.20 - 2.00	Group Presentations (6 Groups - 10mins per group+ 10 mins for1 key comment/Q&A per group = 120mins)	
	Q&A	
2.00 - 3.00	Lunch	
	Valedictory	
3.00 - 3.15	Talk on service delivery	Shri S. Dutt Mazumder, Chairman, CBEC
3.15 - 3.30	Prsentation on IS 15700 certification process	Bureau of Indian Standards, New Delhi
3.30- 4.00	Wrap up	Dr Sanjeevan Bajaj, CEO, FICCI Quality Forum
4.00 - 4.10	Announcement of winner and Trophy distribution	
4.10-4.15	Vote of Thanks	Shri P. K. Jha, Joint Secretary - DARPG

