

Report on the 2nd Inter Service Workshop on Best Practices held from 21-25 October, 2013

Introduction:

The Civil Services in India, with its national character, have been a strong binding force to a Union of States. However it has been felt that there is no institutional mechanism by which officers at senior levels, cutting across different services, can come together and interact on a regular basis. It has been felt that in the absence of such a mechanism, the officers remain confined to the narrow domains of their respective service, thereby defeating the very purpose for having such an extensive Civil Service in the country.

In the backdrop of the above it was decided to hold an Inter-Service Workshop of the Civil Service Officers who have put some years in their respective services and at the same time who still have a long career ahead. The basic idea of such an Inter Services Workshop is to provide an opportunity for experience-sharing of respective services, best practices adopted in policy, procedures and delivery mechanisms and the excellent work done by the officers of different departments and other sectors, including discussion on common problems affecting the different services and brain storming on the role and future of Civil Services in this rapidly changing scenario. It is felt that these would assist in having a strong and vibrant administrative framework in the country.

To fulfill this objective, the 1st Inter Service Workshop was held at the National Academy of Direct Taxes, Nagpur from May 6-10, 2013. In this series, the 2nd Inter Service Workshop was conducted at the National Academy of Audit & Accounts, Shimla from 21-25 October, 2013.

The workshop was inaugurated by Sh. L.V. Sudhir Kumar, Director General, National Academy of Audit & Accounts, Shimla. 15 officers from 11 All India Civil Services participated in the above mentioned workshop. The list of participants alongwith the service they belong is enclosed at **Annexure-I**.

Workshop Contents & Methodology:

As titled, the workshop was organized to discuss and share the best practices adopted by the different departments of the Government of India. The workshop module was designed in such a way to fulfill the aforementioned objectives set forth for this workshop. The Proceeding of the workshop started with the inauguration by Shri L.V. Sudhir Kumar, Director General followed by Ice-breaking session moderated by Ms. Vidhu Sood, Director, NAAA. Day wise sessions taken and topics discussed are as indicated below.

Day-I: The sessions were dealt with the '*Ethics and Values in Civil Services and Performance Appraisal of Civil Servants*' handled by Mr. M.C. Luther, Director, DGS&D.

Day-II: Sessions on '*Leadership qualities*' by Brig Atul Kaushik, SM, Army Training Command, Shimla, and '*Citizen Centric initiatives*' by Mr. Sandip Roy, Director, Ministry of Overseas, Indian Affairs and '*Gender Sensitization*' by Mr. V.N. Roy, Ex-DG, SVPNPA were conducted.

Day-III: Sessions on '*UIDAI Project: A case study: followed by group discussion*' were handled by Ms. K. Ganga, Director General, ICISA.

Day-IV: Shri Anol Nath Chatterji, former Dy. Comptroller and Auditor General moderated the Sessions on '*Initiatives by Civil Servants-How to beat the Constraints*' and a sessions on '*Media & Bureaucracy: An uneasy relationship?*' was taken by Shri K.S. Tomar, Chairman, Himachal Public Service Commission and '*Public Private Partnership (PPP)-Is it the Panacea for all ills?-A case study*' was discussed by Shri Pravir Pandey, Principal Director, Regional Training Institute, Shillong of Indian Audit & Accounts Department.

Day-V : On this concluding day of the workshop discussions on various best practices adopted by different services/departments were discussed by the participants. Day wise schedule is enclosed (**Annexure-II**)

The composition of the course was highly appreciated by the participants as is evident from their feedback circulated at the end of the training programme (**Annexure-III**).

Excursion

The participants were also taken for outdoor activities on 24 October, 2014. This included Heritage walk of the Shimla City by eminent historian Shri Raaja Bhasin. All the participants enjoyed the trip and suggested that more study tours/excursions may be organized.

Way forward/Suggestions by the participants:

- There was a unanimous suggestion from the participants that duration of the workshop should be increased to two weeks and post lunch sessions should be scheduled for study tours / management games;
- More senior officers/executives from Public and Private Sector should also be called for workshop to provide an insights about these sectors;

- The participatory services or their training institutes may be asked before hand to suggest the course contents /topics which is related to their duties for inclusion in the course structure;
- Attendance of nominated representatives from all cadres of civil services should be ensured at the workshop so that experiences and new initiatives in their departments/services could be shared, to achieve the basic purpose of the workshop;
- Representatives from DoPT should also be present during the workshop to explain the objectives of the workshop;
- The DoPT should communicate the name, designation, e-mail id and contact numbers of the respective cadre controlling authorities, who is responsible to nominate the participants from their respective service, to enable the host Academy to ensure the participation from each service. This Academy faced great difficulty while trying to establish contact with the participants. In the absence of above information, we were not in position to know the exact numbers of participants till the day of commencement of the workshop.

Valediction:

The workshop was concluded with valediction on 25 October, 2013 and was chaired by Shri L.V. Sudhir Kumar, Director General, NAAA, Shri Bijit Kumar Mukherjee, Course Director and Ms. Vidhu Sood, Director were also present in the valedictory function. Shri Pravir Pandey, Pr. Director also participated in the valediction session as guest of Honour.

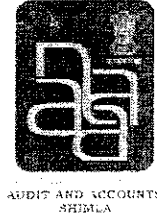
The participant's evaluation of various aspects of the workshop was discussed in detail by the Course Director. During the feedback, all participants appreciated the design and methodology of the workshop. The participants found that the new concepts and ideas gained from this training programme and from exchange of ideas/experiences of the participants would certainly help them to give better results in the future. The overall design of the course and structure of the workshop was overwhelmingly appreciated by the participants as was evident from the feedback received from them at the end of the training programme.

The facilities and assistance extended to them both at the Academy and Hostel were rated excellent.



Annexure-I

National Academy of Audit & Accounts, Shimla
"Inter Service Workshop on Best Practices"
(October 21-25, 2013)
List of participants



Sr. No.	Service	Batch	Name and Designation	Contact Details e-mail id / Mobile Number (s)
1.	ITS	1989	Sh Agneshwar Sen	e-mail: asen@nic.in 9051500389 (Mob)
2.	IFS	1991	Sh. Hage Tari	e-mail: hagetari39@gmail.com 8968325388 (Mob)
3.	IRS (IT)	1993	Sh. N.C.Swain	e-mail: ncswain@gmail.com 9013851493 (Mob)
4.	IRS (IT)	1994	Smt. Swati Joshi	e-mail: swati.joshi@nic.in 9013851543 (Mob)
5.	IIS	1995	Rajesh Kumar Jha	e-mail: kjrajesh@gmail.com, 9810216943 (Mob)
6.	IFS	1997	Sh. G Ramana Murthy	e-mail: ramana_murthy68@yahoo.com 9825381680 (Mob)
7.	IFS	1998	Sh S P Negi	e-mail: spn_ifs119@yahoo.com 9801932640/8894222211 (Mob)
8.	IDES	1998	Sh K V Nagi Reddy	e-mail: ceopunecantt@gmail.com,/ kvr98@gmail.com 9527445959 (Mob)
9.	IAAS	1999	Sh Raj Kumar	e-mail: rajkumar2@cag.gov.in 9414016116 (Mob)
10.	IRTS	2000	Sh. D. Satyanarayana	e-mail: essendy@rediffmail.com 9701370910 (Mob)
11.	ICAS	2002	Sh Santosh Kumar	e-mail: kum_santosh2002@yahoo.co.in 9999965791 (Mob)
12.	IRAS	2002	Sh Sandeep Maheshwari	e-mail: sanmahe@yahoo.com 9729539100 (Mob)
13.	IDAS	2003	Dr. Bhartendu Kumar Singh	e-mail: bhartendukumarshingh@gmail.com 9868463537 (Mob)
14.	IPoS	2003	Sh. Abhishek Singh	e-mail: abhishek100@gmail.com 9736861100 (Mob)
15.	IRS(C&E)	2005	Sh. Kumar Gaurav Dhawan	e-mail: kgdhawan@yahoo.com 9988692400 (Mob)



NATIONAL ACADEMY OF
AUDIT & ACCOUNTS
SHIMLA



Approved by
5/11

राष्ट्रीय लेखा सेवा संस्थान/श्रीलंका अकादमी, शिमला
National Academy of Audit & Accounts, Shimla
Schedule for 'Inter Service Workshop on Best Practices'
(October 21-25, 2013)

Date/Day	1 st Session	2 nd Session	3 rd Session	4 th Session
October 21, 2013 Monday	Inauguration	* Ice-Breaking	Ethics & Values in Civil Services	Performance Appraisal of Civil Servants
	Sh. L. V. Sudhir Kumar Director General, NAAA	Smt. Vidhu Sood Director, NAAA	Sh. M.C. Luther Director (Admn), DGS&D	
October 22, 2013 Tuesday	Leadership Qualities	Citizen Centric initiatives	Gender Sensitization	
	Brig. Anil Kaushik, SM ARTRAC, Shimla	Sh. Sandip Roy, Director Ministry of Overseas Indian Affairs	Sh. V N Rai, IPS (Retd.) Former Director General, SVPNPA	
October 23, 2013 Wednesday	UIDAI Project: A case study Followed by moderation of Group Discussion	Ms. K. Ganga Director General, ICISA	Excursion	
	October 24, 2013 Thursday	Initiatives by Civil Servants-How to beat the Constraints Sh. Anol Chatterjee, IAAS (Retd.) Former Deputy Comptroller & Auditor General	Media & Bureaucracy: An uneasy relationship? Sh. K.S. Tomar Chairman, HPPSC	PPP-Panacea for all IIS? A Case Study Sh. Praveer Pandey, Pr. Director, RTI Shillong.
October 25, 2013 Friday	Group Activity	Take away from the Workshop : Group Discussion	Valediction	
		Chaired by: Sh. L. V. Sudhir Kumar Director General, NAAA		

Session Timings

1 st Session	10:00 AM to 11:30 AM	3 rd Session	2:30 PM to 3:45 PM
2 nd Session	11:45 AM to 1:15 PM	4 th Session	4:00 PM to 5:15 PM
Tea Breaks	11:30 AM to 11:45 AM 03:45 PM to 04:00 PM		
Lunch Break	1:15 PM to 02:30 PM		

* Ice Breaking session will start at 11.00 a.m.

Sd/-

Course Director

PROGRAMME TITLE	2nd Inter Services Workshop on Best Practices
DURATION	21-25 October, 2013
VENUE	National Academy of Audit & Accounts, Shimla-171004

The Objectives of the workshop were:

- To provide an opportunity for experience-sharing of respective services, best practices adopted in policy, procedures and delivery mechanisms and the excellent work done by the officers of different departments and other sectors, including discussion on common problems affecting the different services and brain storming on the role and future of Civil Services in this rapidly changing scenario;
- To discuss about how the gaps between the deliverable and the delivered is covered up and how to reduce the numerous stumbling blocks which exists in the process of execution of the policies, programmes and schemes.

1. Please indicate to what extent you feel the course objectives have been fulfilled.

Completely	To a large extent	To a moderate extent	To a small extent
A	B	C	D
11	1		

2. How far do you think was the course related to your duties in the department?

Completely	Closely	Moderately	Hardly
A	B	C	D
1	11		

3. Was the pace of the course?

Hectic	Alright	Slow
A	B	C
	12	

4. Do you have any suggestion to improve the course structure so as to obtain the objectives in a better manner ?

- i) More senior officers/executives from Public and Private Sector should be called for workshop 1
- ii) Yes, the course should have some session on group discussion so that participants can share their experiences in a free manner. Post lunch session should be for group discussion among participants. 1
- iii) The participatory services or their training Institutes may be asked to suggest the courses /one topic which is related to their duties and included in the course structure 1
- iv) The course should have more time allocated to each participants to share their experience 1
- v) Among other, subject matter of decision making, formulation & policy may be added up in course structure 1
- vi) As such it is well planned, covering the on-going aspects where sensitivity and coordination is required at inter departmental level to build good governance. 1

5. Keeping in view the course objectives, do you feel that topics covered were adequate? 10

- i) Yes, adequate 1
- ii) Yes, but partly

(a). Which of the topics do you feel were most useful so far as discharging your duties?

- i) Citizen Centric Approach, IT initiatives 2
- ii) Gender Sensitization 2
- iii) All topics were useful 2

iv) Presentations by participants 1

(b). Please indicate which additional topics could be included

- i) Inter Departmental relationship and hardship to bureaucrats in discharge of their duties 1
- ii) E-Governance in daily administration 1
- iii) Risk and disaster management 1
- iv) Goods and service tax 1

(c). Please indicate the topics, if any, which could be excluded.

Nil

6. Was the methodology used in the course?

Trainer-centered	Trainee-centered	Combination of both
A	B	C
	1	11

7. Do you have any suggestions regarding the methodology used for imparting training?

- i) Trainers should be from different service 1

8. Please indicate your comments about the arrangements made for the course.

Arrangements		Very Good	Good	Fair	Unsatisfactory
Hostel	Quality of facilities in the room	12			
	Quality of food	11	1		
	Service rendered by the officials	11	1		
	Logistic arrangements	12			
Seminar Room		12			
Transportation		12			
Assistance rendered by officials at the Academy		12			

9. Do you think this course provided you inputs to perform more effectively in your work domain?

Yes	No
12	

10. Indicate the shortfalls and deficiencies as well as suggestions for improvement.

- i) Course should be two weeks 1
- ii) Participations of officers from all Civil Services to share their experiences is to be assured other wise the main purpose of the workshop is defeated. 4
- iii) Representatives from DoPT persons may be made compulsory in course structure 1
- iv) Everything was perfect, well job done 1