



INDIAN INSTITUTE OF
PUBLIC ADMINISTRATION

IIPA
NEWSLETTER



Vol. LVII No. 12

December 2013

www.iipa.org.in

INSTITUTE NEWS

G.C.L. Joneja Passes Away

Shri G.C.L. Joneja, IAS (Retd.), former Hon. Treasurer and Vice-President and Chairman, Standing Committee of IIPA passed away on November 22. A condolence meeting to mourn the demise of the departed soul was solemnised at IIPA on November 25. A two-minute silence was observed to pay homage and a condolence resolution passed. The resolution read as follows: Born on May 8, 1919, Shri Joneja obtained his B.Sc. (Hons.) and M.Sc. degrees in Organic Chemistry from Panjab University in 1938 and 1939 respectively. He was a Member of Indian Administrative Service, Orissa cadre (1942). During his service career he held many important positions in Government of Orissa and Government of India such as Director of L.B.S. National Academy of Administration, Mussoorie (July 1977 - June 1980), Food Secretary, Government of India (1973-77). Advisor to the Government of Bihar; Chief Secretary, Government of Orissa (1970-72); Officer on Special Duty (Additional Secretary) Government of India, Ministry of Tourism and Civil Aviation; Deputation to Common Wealth Secretariat, London (1968-69); Commissioner Civil Supplies (1966-68); Jute Commissioner (1962-68), etc. He was on a Nuffield Foundation Fellowship from April 1962 to October 1962. He served Government of India as Joint Secretary and Deputy Secretary. In State Government he served with distinction as Collector and District Magistrate of the Districts of Bolangir. Shri Joneja had a number of assignments with international organisations such as Member of Commonwealth Trade Promotion study, etc. Apart from that he had some enduring and notable contributions for example introduction and enforcement of ISI standards, setting up of Food Buffer Stock, etc. He was awarded the K.L. Moudgil Prize in 1966. Shri Joneja had been associated with the IIPA for more than three decades and served as member Executive Council, Hon. Treasurer and Vice-President and Chairman, Standing Committee. He also received the Paul H. Appleby Award for his contribution to the IIPA and also to the discipline of Public Administration in the year 2004.

The IIPA offers its sincere condolences to the members of the bereaved family. May the Almighty give them courage to bear the loss and may his noble soul rest in eternal peace.

National Seminar on Food Security and Food Production: Institutional Challenges in Governance Domain

Sponsored by the Indian Council of Social Science Research, the captioned programme was conducted at IIPA from October 31-November 1. In his inaugural address, Shri T.N. Chaturvedi, Chairman of IIPA, referred

to the practical concerns, challenges and issues related to food security and emphasised on the need for better governance for effective delivery. In his opening remarks, Dr. Tishyarakshit Chatterjee, Director of IIPA, stressed on a host of issues like production, distribution, food quantity vs. nutrition, inventory management, soil fertility, minimum support price, impex policy, investment opportunities

The IIPA fraternity extends its greetings to all its readers for Christmas Day

in agricultural infrastructure and the controversy surrounding the genetically modified crops, etc which directly or indirectly impact food security. Swati Narayan, an independent food and education policy specialist who has worked with a wide range of international and national campaigns and civil society organisations gave the theme presentation on “Food Security: From a Global to Indian Perspective”. The theme presentation touched upon two very important issues: food distribution, food production and resilience which were linked to food justice. It was rightly pointed out that there was no point in giving the right if it cannot be delivered effectively. Dr. Rajeswari Sarala Raina, Principal Scientist with the National Institute of Science, Technology and Development Studies (NISTADS-CSIR), New Delhi, delivered the key-note address. In her presentation titled “Knowing and Administering Food: How do we explain the “supply syndrome?”, the persistence of basic institutions or norms that govern our food system and the way these need to be explained, questioned, and (perhaps) reformed was emphasised. There was a special address by

Shri Harsh Mander, a social worker and on the topic “Debates on Food Security” during the course of the seminar. Leaders and representatives from leading NGOs and academics, research scholars participated in the seminar. Dr. C. Sheela Reddy recapitulated the theme of the seminar and coordinated it.

Provisional Training Programme (PTP-11)

Sponsored by the Ministry of External Affairs, the captioned programme, part of Indo-Afghan partnership for strengthening sub-national governance in Afghanistan, was conducted at IIPA for the Afghan delegation from November 4-15. Apart from providing the participants with a broad understanding of various facets of public administration, the programme was designed to: (i) expose them to various good practices in India and to draw lessons from them; (ii) equip them with knowledge and skills to better manage conflicts and disasters; (iii) enhance their capacity in managing development programmes/projects; and (iv) develop soft skills for enhancing their performance. Programme faculty comprised

guest speakers and programme coordinators, Prof. Vinod K. Sharma, Prof. K.K. Pandey and Dr. C. Sheela Reddy.

National Seminar on Consumer Protection in India

Sponsored by the Department of Consumer Affairs, the programme was jointly

organised by IIPA's Centre for Consumer Studies and Bareilly Local Branch on November 10-11. Justice D. N. Singh, District Judge of Bareilly, emphasised on the need and importance of consumer protection and consumer welfare in the present era. He observed that lack of consumer awareness is presently a major impediment in the success of the consumer movement; as such there is a need to address this issue from all angles for which it is necessary that every one of us should contribute our little bit. In his key-note address, Prof. Suresh Misra lamented that even after 25 years of the enactment of the Consumer Protection Act still the machinery under the Act is riddled with problems and difficulties making justice delivery to the consumers difficult. In his valedictory address, Shri Abhishek Prakash, District Magistrate of Bareilly, observed that there is need for an integrated approach where we are able to take along the suppliers as well as consumers and for this there is a need to associate other institutions, brand ambassadors and guides dedicated to consumer issues. The objectives of the seminar were to enable the participants to: (i) appreciate the need and importance of Consumer Protection in market economy; (ii) understand the provisions of Consumer Protection Act and other legislations having an impact on consumer protection; (iii) enhance their knowledge and skill relating to services and products; and (iv) understand the process of grievance redressal and filing of complaints; and build capacity of various stakeholders in the area. Prof. Suresh Misra and Dr. Sapna Chadah coordinated it.



Shri T.N. Chaturvedi addresses the audience. Sitting on his left are Dr. Sheela Reddy and Dr. Tishyarakshit Chatterjee

Direct Trainer Skills

Designed by the Thames Valley University, UK, the programme was conducted at IIPA for the officials of Food Corporation of India from November 11-15. It was sponsored by the Food Corporation of India. The programme was designed to enable the participants to: (i) distinguish between education, training and learning; (ii) describe the four stages in Systematic Approach to Training— (a) *identify training needs*, (b) *plan and design training*, (c) *implement training*, and (d) *assess results*; (iii) review the role of a trainer within Systematic Approach to Training; (iv) apply the concept of learning unit to training activities; (v) write training objectives; and (vi) plan training activities, using the four ways of learning. Dr. C. Giri, Registrar of IIPA, coordinated it.

Programme for Scientists and Technologists

Sponsored by the Department of Science and Technology, the programme is being conducted at IIPA for junior scientists and technologists placed in group B and C levels from November 11. It is scheduled to conclude on January 31, 2014. Apart from enabling the participants to acquire skills, knowledge, techniques and attitudes to face contemporary and future challenges, the programme focuses on: (i) Indian Government and politics; (ii) Indian administrative structure; (iii) basic writing skills, research design and working with statistics; (iv) economics—basic concepts; (v) science, technology and innovation policy 2013; (vi) India's Twelfth Five Year Plan; (vii) knowledge management and knowledge democracy; (viii) principles of management; (ix) office

management; (x) project management and implementation; (xi) science, society and rural development; (xii) challenges of urban management; (xiii) environmental issues and concerns; (xiv) globalisation and its challenges; (xv) Indian legal system; and (xvi) consumer protection. Programme faculty comprises guest speakers and in-house faculty. The programme is being coordinated by Prof. Sujata Singh.

Programme on Development Plan Preparation and Implementation Techniques

Sponsored by the Ministry of Urban Development, the programme was conducted at IIPA by its Centre for Urban Studies, for senior/middle level officers drawn from various urban bodies, from November 18-22. The programme was designed for the participants to: (i) discuss the planning norms, development control regulations and building bye-laws for different areas of urban settlements such as existing cities, slum and informal settlements, new areas of the cities, new cities as proposed on DMIC, SEZs and to build up the comparative picture of the above areas in different situations of cities; (ii) discuss the legal, institutional and enforcement issues related to these regulatory instruments; (iii) discuss the plan implementation mechanism with due consideration to resource generation for the same; (iv) identify and learn from good practices so as to replicate them; (v) encourage networking of the participants from the respective organisation in knowledge sharing and opportunity to utilise the knowledge; and (vi) exchange of views of the participants on the subject with experts and faculty. Programme faculty comprised guest

speakers and in-house faculty. Dr. Kusum Lata and Dr. Lokendra Malik coordinated it.

Workshop on Sensitising Schools with Versatility of Geographic Information System

To commemorate World GIS Day, IIPA teamed up with the GeoSpatial Delhi Limited (GSDL) in organising the captioned programme on November 19. It was sponsored by IT Department of Government of National Capital Territory of Delhi (GoNCTD) and NIIT-GIS Ltd. The programme sensitised students and teachers from 17 schools across Delhi, with an aim to enhance the geo-literacy and promote the related thinking ability among the students of 11th /12th standard and their teachers. Shri J.B. Kshirsagar, Chief Planner, Town and Country Planning Organisation, inaugurated the programme; and Prof. Shovan K. Saha, Dean and Professor of School of Art, Design and Media Studies, Sharda University was the Guest of Honour. About 85 students and teachers participated in the three sessions and prizes were awarded to 10 students and three teachers by the Chief Guest Prof. Mahavir of School of Planning and Architecture, during the Valedictory Session. Dr. Kusum Lata, Shri G.P. Singh and Shri Surender Singh of GSDL coordinated it.

National Seminar on Globalisation, Market and Consumer Protection

Sponsored by the Department of Consumer Affairs, the programme was conducted at the School of Law, AURO University, Surat on November 23-24. The Centre for Consumer Studies, IIPA in collaboration with the School of

Law, AURO University organised it. The objective of the seminar was to highlight the need and significance of consumer protection in the present globalised market economy and to educate and make the consumers aware about their rights. The aim of the seminar was to provide a platform to the participants for discussions and deliberations on various issues of consumer protection. Around 100 participants who included academics, researchers and students from various universities attended the seminar. The seminar was interactive and participatory in nature. In his welcome address, Prof. Kamlesh Misra, Provost of AURO University, stressed the need to generate awareness among consumers as well as strengthen the system of justice under Consumer Protection Act. In his inaugural address, Shri Prakash Manubhai Thakkar, Senior Advocate, Gujarat High Court, observed that to implement any law in true sense there is need to go into the spirit and objective of the same. He emphasised that to build consumer confidence in the system the quasi-judicial machinery must provide speedy and effective redressal to consumer grievances and need to interpret the law in a manner that it becomes an effective instrument to deal with new emerging challenges. Prof. Suresh Misra, in his key-note address, argued that the Consumer Protection Act is wonderful but its implementation is tardy and this has greatly shaken consumer confidence in the machinery which was meant to give speedy and quick justice to the consumers. In his presidential address, Shri

H.P. Rama, Chancellor of AURO University, expressed that there are a number of efforts and initiatives to generate awareness under the consumer law but we live in an environment where the consumer is losing faith in the system because of lack of proper implementation of law. Prof. Suresh Misra and Dr. Sapna Chadah coordinated it.

National Seminar on Consumerism and Socio-Economic Development in India

IIPA's Centre for Consumer Studies collaborated with Swami Shukdevanand (PG) College, Mumukshu Ashram, Shahjahanpur, in organising the captioned programme at Shahjahanpur on November 9. It was sponsored by the Department of Consumer Affairs. More than 100 participants participated in the seminar which included academics, researchers and students. The objective of the seminar was to appreciate the need and importance of consumer protection in the present era of consumerist market economy. The seminar was divided into four parallel technical sessions besides inaugural and valedictory sessions. Swami Chinmayanand Saraswati, Chairman, Managing Committee, S.S. (PG) College, inaugurated the programme. He said that with changing demography the young population is becoming the major consumer; as such it is needed that this young population be made aware about these socio-economic issues through such seminars. Dr. N.L. Sharma, Director, KCMT, Bareilly, in his key-note address, highlighted the different aspects of consumerism. Prof. Suresh Misra in his address observed

that in the globalised era, the market has become very tempting and pressure is mounting from all sectors— family, children and society. Prof. S.P. Bansal, Vice-Chancellor Maharaja Agrasen University, Shimla, also spoke on the occasion and emphasised on the need for more research in the area of consumerism and consumer protection, the findings of which can guide the consumers and also helpful in formulating policy framework. Prof. Suresh Misra and Dr. Sapna Chadah coordinated it.

Programme on Capacity Building to Mainstream Climate Change Adaptation in Development

Sponsored by the Ministry of Earth Sciences, the programme was conducted at IIPA for senior government officials, trainers in Central ATIs, state ATIs, teachers, scientists and NGOs from November 25-29. Apart from equipping the participants with the theoretical and practical understanding of the subject, the programme was designed to enable them to: (i) explain the main causes of global climate change and the likely impacts on their region and community; (ii) state how climate change adaptation and mitigation are linked to disaster risk reduction; (iii) identify ways in which they can reduce their household and community vulnerability to climate change; (iv) identify and apply tools to develop a community-climate change adaptation plan; and (v) outline the key elements of a plan for participatory monitoring and evaluation of community responses to climate change. Programme faculty comprised guest speakers

and in-house faculty. Dr. Shyamli Singh and Prof. Vinod K. Sharma coordinated it.

Programme on Computer-aided Project Management

The programme was conducted at IIPA for officials of National Building Construction Corporation from November 28-30. Besides leading to specific exposure and sharing of experiences on project management, the programme was designed to enable the participants to: (i) develop a project charter; (ii) formulate a project proposal; (iii) determine budget of the planned project; (iv) estimate costs; (v) manage the project time; and (vi) address quality issues in project management. Programme faculty comprised guest speakers and in-house faculty. Dr. Roma Mitra Debnath coordinated it.

Nayudamma Memorial Lecture

The Institute teamed up with the Nayudamma Memorial Science Foundation in organising an annual lecture in the memory of Dr. Y. Nayudamma, former Director General of CSIR, on November 25. On this occasion Prof. Mahesh Rangarajan, Director of Nehru Memorial Museum and Library delivered a lecture on "Nature without Borders". In his address, Prof. Rangarajan observed that the tiger's struggle to retain its stripes in a rapidly-changing world has never stopped those who defend it from disagreeing over how best to act in its favour. He informed that the new chapter of the war over the tiger has one well-known and publicised dimension, namely the bid to prevent poaching from depleting numbers, especially in smaller reserves in north-west and central India. He

expressed that the reworking of a conservation agenda that addresses both ecological and livelihood issues has been an uphill task in a country like India. He further stated that it has to expand the social base for conservation without diluting the existing achievements in protection. He opined that yet the moment could be a promising one if the crisis is treated as an opportunity to rethink ideas and strategies. Shri Ashok Rao, former Engineer of BHEL, presided over the programme. Prof. R.K. Barik coordinated it.

Distinguished Member of IIPA honoured

Prof. R.D. Sharma was honoured with Paul H. Appleby Award for his distinguished service to the Institute by Shri Hamid Ansari, Vice-President of India and President of IIPA, along with other seven recipients during the AGM on October 18.

Faculty News

Prof. P.K. Chaubey presided over a session on "Models and Methods" in the workshop on "Research Proposal Writing: Recent Methodological Issues" organised by Uttar Pradesh Uttarakhand Economic Association in Dr. RML Awadh University, Faizabad on October 25. He also delivered the key-note address on "Socio-economic Inclusion through MNREGS in UP and UK" in the ninth Annual Conference of Uttar Pradesh Uttarakhand Economic Association, organised by the Department of Economics and Rural Development, Dr. RML Awadh University.

Dr. Kusum Lata participated in the technical sessions on "Urban Planning" and "Smart Cities" of the "Vibrant Gujarat 2013--National Summit on Inclusive Urban

Development" at Gandhinagar, Gujarat on October 17. It was organised by the Urban Development and Urban Housing Department, Government of Gujarat. Dr. Kusum Lata conducted a session on "Town Planning Concern in Preparation of Slum Free Cities Plan of Action" in the State Level Workshop on "RAY-Introduction, Concept, Approach and Reforms". It was organised by National Resource Centre, YASHDA, Pune on September 27-28 at Div-Daman for the officers of Daman Municipality and other parastatals. She spoke on "India's Urbanisation--Trends and Challenges" in the National Seminar on "Role of Urbanisation in the Context of Futuristic Socio-economic Development". It was organised by the Department of Economics of the Shri Khandelwal Vaish PG Girls' College, Jaipur on October 3. Dr. Kusum Lata has been nominated as member of the State Level Steering Committee for preparation and implementation of State Capacity Building Plan for Urban Local Bodies of Arunachal Pradesh, as per the notification of Town Planning and Urban Local Body Department of Arunachal Pradesh dated September 20, 2013. She prepared and presented the "Comprehensive Capacity Building Plan – Arunachal Pradesh" in the First State Level Steering Committee Meeting held on October 10 at Itanagar.

Prof. Dolly Arora participated in the "International Conference on Re-thinking Politics, Policy and Governance in Federal Systems: India and the World", organised by the International Political Science Association (RC-28) and Ramjas College, University of Delhi on November 15. She presented a

paper on “Federations, Political Dynamics and Policy Pathways: Patterns of Autonomy, Engagement and Resistance” in the thematic session on “Evaluating Joint Policy Process and Joint Delivery in India”. She was also the discussant for the thematic session on “Joint Policy Process and Service Delivery in Multi-level Systems”. The session was organised under the auspices of Forum of Federations, Canada.

Dr V N Alok, as a panelist, made a presentation in the technical session on “Decentralized Governance in India:

Is it proving to be an answer to bad governance” on 25 October 2013 in the two-day national seminar on “Crisis of Ethics, Accountability and Governance in India: Genesis, Growth and Solution” at IIPA organised by the India Public Foundation, New Delhi. A three day National Workshop on “Creating Jobs” for Members of Legislative Assemblies (MLAs) was organised jointly with PRS Legislative Research at IIPA during July 29-31, 2013. Fifty-five MLAs from twelve states representing several political parties participated in the workshop. Dr V N Alok organised the

workshop from IIPA and delivered a talk in the first session.

Change in Library Working Hours

The Library Committee, under the Chairmanship of Shri T.N. Chaturvedi, in its meeting held on August 23 has decided that the working hours of the Library throughout the year will be from 9 a.m. to 6 p.m. on all working days and from 9 a.m. to 5.30 p.m. on Saturdays and holidays with effect from November 25, 2013 due to substantial increase of overheads.

NEWS FROM BRANCHES

Budaun Local Branch

The branch organised a seminar-meeting on “Model Village Development Programme” on October 11. The meeting was presided by Shri M.K. Kulshrestha, General Manager of Cooperative Sugar Factory. He stated that continuous trend of migration of the villagers to urban areas is a serious problem which should be checked. Shri Birjesh Kumar, Finance and Accounts Officer, as Chief Guest, highlighted the plight of the villagers and called upon the civil society of the neighbouring urban areas particularly higher educational institutions should come forward to assist the social economic and other problems of the villages.

Delhi Regional Branch

The branch organised a lecture on “India-Rwanda Relations: Emerging Areas of Cooperation” by Mr. Ernest Rwamucyo, High Commissioner of Rwanda on November 8. Prof. Jaytilak Guha Roy, Chairman of the branch,

welcomed the Chief Guest and introduced the High Commissioner to the members. Among the participants were Mr. Alem Tsehaye Woldemariam, Ambassador of Eritrea; Mr. Pius Dunaiski Napeyok, High Commissioner of Uganda and diplomats from Rwanda, Zambia and Uganda.

Jammu and Kashmir Regional Branch

The branch organised a panel discussion on “Appointments to the Higher Judiciary” on October 26. Justice O.P. Sharma chaired the panel discussion whereas Shri D.C. Raina, former Advocate General, Jammu and Kashmir; and Prof. Arvind Jasrotia, Director, The Law School, University of Jammu were the panelists. Eminent legal luminaries were unanimous that the current Collegium System for appointments to the higher judiciary has certain shortcomings but their opinion on reforms was divided between retaining the existing selection process and

making it transparent and efficient to support for the proposed Judicial Appointment Commission. Among those who attended the programme were Dr. S.S. Bloeria, Vice-Chancellor of Jammu; Prof. S.K. Jain, Vice-Chancellor of Shri Mata Vaishno Devi University; Dr. Ashok Bhan, Chairman of the branch; Shri K.B. Jandial, Member of JKPS; Shri A.C. Chaturvedi, former DGP; academics and branch members. Justice B.L. Saraf, former District and Sessions Judge, coordinated it.

Mysore Local Branch

The branch jointly with Mysore University Teachers' Association organised a special lecture-meeting on October 26, in which Dr. Aditya Sondhi, Supreme Court Advocate, spoke on “Keeping Political Parties out of RTI Act: Is Parliament Overriding the Supreme Court?” He argued that political parties are also public institutions, and thereby they need to be covered under RTI Act. Prof. M. Umamathy, former President of

Real knowledge is to know the extent of one's ignorance — Confucius

the branch, was the Chief Guest. Shri M.N. Murthy, President of the branch, presided over the programme.

West Bengal Regional Branch

The branch teamed up with the GLF Business School in organising the prelude conference

on “Food Security in India: Issues and Suggestions for Effectiveness” on October 8. The welcome address was jointly delivered by Prof. Sibranjan Chatterjee, Secretary of the branch; and Dr. Lopamudra Banerjee of GLF Business School. In his inaugural address Shri Surya Ray, Chairman

of the branch, referred to the poor plight of the SCs, STs and other marginalised groups who are deprived of two square meals a day. In this connection, he recollected the inspiring words of Swami Vivekananda to the youth of India for their role in eradication of poverty.

NEWS FROM STATES

Andhra Pradesh

Direct Agricultural Marketing

Rythu Bazar, established with the intention of eliminating middlemen, allows consumer to directly purchase good quality produce from farmers. Rythu Bazars have been established in the major cities of Andhra Pradesh to create direct linkages between farmers and consumers for the sale and purchase of agricultural produce. These bazars are transforming the environment in which farmers in Andhra Pradesh sell their produce. Due to direct marketing, farmers not only making profits but are also safe from the harassment of the middlemen. The government has fixed the prices in a Rythu Bazar 25 per cent above other wholesale market prices to motivate farmers to opt for Rythu Bazars. However, at the same time, the prices are beneficial for consumers as it is still at least 25 per cent lesser than the retail shops. In addition, farmers have an organised place to sell their produce and are provided with operational resources like transportation and storage options. An online market information system is developed to help keep consumers aware about the produce and respective prices. This approach followed in implementing Rythu Bazar is encouraging and sustainable. It

offers lessons on meeting consumer satisfaction and running the markets through a well formed management and administration structure.

Arunachal Pradesh

Guide for Schools

The State Department of Education has launched a new scheme titled GUIDE for nurturing the government schools of the State. It is premised on the concept of mentoring. It works on the belief that every educated and well-informed individual needs to attach himself/herself with the present day school system. The officers in the Department and in the districts are expected to become the torch-bearers of this strategy. At the beginning, it intends to cover secondary and senior secondary schools in the State. Gradually, it will be extended to the elementary and primary schools in the State. GUIDE neither involves financial expenditure nor does it intend to substitute the inspection mechanism of the school education system.

Gujarat

mGovernance for Municipal Services

The mGovernance project of Rajkot Municipal Corporation leverages the simple, ubiquitous, affordable mobile technology to

catalyse organisational efficiency and improve public service delivery. In 2009, to take an optimum leap in its performance by increasing operational efficiency and transparency, improving government citizen partnership and providing cost-effective services, Rajkot Municipal Corporation (RMC) introduced mGovernance initiative. This was an extension of eGovernance applications as with mGovernance, the municipal services are taken to the door steps of citizens. Presently RMC is providing 75 different services under four categories of alert services, interactive services, management services and payment reminder services. Under alert services reminders are sent to citizens on dates of vaccination under national Immunisation programme, property and professional tax transactions, statuses of birth and death certificates etc. Interactive services include SMSs on property tax outstanding dues, water charges outstanding dues, and details of the SMS services etc. The call centre operations, and daily income and expenditure SMS to higher officer etc come under management services. Payment reminders are also sent for property tax dues, water charges dues and Awas Yojna instalment dues. Major success of the project is reflected

Eloquence is a painting of the thoughts — Blaise Pascal

in the increased revenue collection by the RMC through improved and efficient system of service delivery. Regular reminder SMS and hassle free payment options brought in the desired changes. mGovernance project has a major role in aiding the National Immunisation Programme in Rajkot as the personalised vaccination alerts have decreased the dropout rates to zero. Given the higher usage of mobile phones compared to the internet, mGovernance has successfully to bridge the digital divide in service delivery. With effective m-governance now services come to the citizen's door step reducing the cost and time of travelling to the municipal offices for information and services. Now the services are more transparent and hassle free. The single point communication through call centre has made grievance redressal faster. This project, developed in-house by RMC, has been honoured with Citizen's Choice Award, eIndia 2010, Manthan (South Asia) 2010 Awards, National eGovernance Awards 2010-11, Nagar Ratna Award, All-India Institute of Local Self-Government (AII LSG), 2011 and mBillionth (South Asia) 2011 award.

INDIAN INSTITUTE OF PUBLIC ADMINISTRATION

INDRAPRASTHA ESTATE, RING ROAD, NEW DELHI - 110 002

Tel : 011-23468300 Fax : 011-23702440 Email : diriipa@bol.net.in

Website : www.iipa.org.in

Quotable Quotes

- *Laziness travels so slowly that poverty soon overtakes him* — Benjamin Franklin
- *Good bankers, like good tea, can only be appreciated when they are in hot water* — Helen Keller
- *Education is the ability to listen to almost anything without losing your temper or your self-confidence* — Robert Frost
- *Tenderness and kindness are not signs of weakness and despair but manifestations of strength and resolution* — Kahlil Gibran
- *It is easier to cope with a bad conscience than with a bad reputation*— Friedrich Nietzsche
- *In diving to the bottom of pleasure we bring up more gravel than pearls*— Honore de Balzac

<p><i>Editor</i> : DR. TISHYA CHATTERJEE <i>Asstt. Editor</i> : SUNIL DUTT</p>
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