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NEWSLETTER



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INSTITUTE NEWS

Annual General Body Meeting

The fifty-ninth Annual Meeting of the General Body of the Institute will be held on Friday, October 18, 2013 at 5.00 p.m. in the IIPA Auditorium.

Members' Annual Conference

The fifty-seventh Members' Annual Conference will be held on Saturday, October 19, 2013 at 10.00 a.m. in the IIPA Auditorium. The theme of the Conference is "Food Security in India—Issues and Suggestions for Effectiveness".

Programme on Training Needs Analysis

Sponsored by the Navodaya Vidyalaya Samiti, the captioned programme was conducted at IIPA for principals/joint commissioners/assistant commissioners of Navodaya Vidyalayas from August 5-9. Coordinated by Dr. Charru Malhotra, the programme was designed to enable the participants to: (i) define training and importance of identifying in an organisation; (ii) explain what performance problem is; (iii) define TNA tools as per the package; (iv) use TNA tools to gather information and analyse the data; (v) identify training and non-training needs; and (vi) prepare TNA report.

Workshop on Capacity Building for NGOs

Sponsored by Dr. Ambedkar Foundation, Ministry of Social Justice and Empowerment, the programme was conducted at IIPA from August 5-9. Shri Manikrao Hodlya Gavit, Union Minister of State for Social Justice and Empowerment, delivered the inaugural address. Dr. Tishyarakshit Chatterjee, Director of IIPA, observed that for fostering national unity, strengthening democracy and secularism, it is essential that the marginalised be

New email ID of Director's Office

All the members are informed that the new email ID of Director's Office is dir@iipa.org.in as the earlier one, diriipa@bol.net.in, is non-functional.

provided with equal opportunities to access the benefits of development. He emphasised the need for building capacity of NGOs that could effectively implement schemes and projects meant for the SCs/STs and other marginalised groups. The programme was designed to enable the participants to: (i) get a first hand knowledge on how to run an NGO in a professional manner; (ii) comprehend the aims and objectives of the NGO-government interaction and the Constitution; (iii) improve their communication, management and leadership skills; (iv) improve the quality of delivery mechanisms and the standards of services being provided by them through participative deliberations; and (v) secure a better understanding of the economic and social scenario and government initiatives and priorities. Programme faculty comprised guest speakers and in-house faculty. Prof. Sushma Yadav, Dr. Usha Mujoo Munshi and Dr. Charru Malhotra coordinated it.

Programme on Financial and Project Management

Sponsored by UNDP and National Academy of Statistical Administration, the programme was conducted at IIPA for officials of CSO, Afghanistan from August 12-17. Apart from developing a project charter, the programme was designed to enable the participants to: (i) formulate a project proposal; (ii) manage project execution; (iii) manage the project time; (iv) estimate costs; (v) determine budget of the planned project;

and (vi) control costs of the project. Programme faculty comprised guest speakers and in-house faculty. Prof. Pranab Banerji and Dr. Roma Mitra Debnath coordinated it.

Programme on Infrastructure Development in Urban Areas

Sponsored by the Department of Urban Development and Poverty Alleviation, Government of Mizoram, IIPA organised the programme for the officers of Mizo Government from August 19-23. The programme was designed to enable the participants to: (i) understand the process of infrastructure development in a planned manner; (ii) analyse the constraints of urban infrastructure development; (iii) explore ways of financing infrastructure; and (iv) adopt appropriate/innovative measures in developing infrastructure in the State. Programme faculty comprised guest speakers and in-house faculty. Dr. Sachin Chowdhry and Prof. K.K. Pandey coordinated it.

Programme on Financial Management in Scientific Organisations

Sponsored by the Department of Science and Technology, the captioned programme was organised at IIPA, for the scientists and technologists working in various scientific institutions, from August 19-23. It was designed to enable the participants to acquire skills, knowledge, techniques and attitudes to face the contemporary and future challenges. The programme-content included were: (i) financial information flows and financial statements—accounting standard for research and development; (ii) financial information flows for decision-making, planning and control; (iii) planning for sources of finance: self-generated or grants—

their accounting treatment and cost implications; (iv) product/service cost accumulation, allocation and control; (v) budgeting as a tool for planning and control and adoption of zero-base budgeting; and (vi) project formulation and financial appraisal—techniques relevant for scientific organisations. Prof. Rakesh Gupta coordinated it.

Provisional Training Programme (PTP-10)

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 August 19-30. 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 in-house faculty. Prof. Vinod K. Sharma and Dr. C. Sheela Reddy coordinated it.

Workshop on Urban Infrastructure Potential in Bharatpur

Sponsored by HUDCO, the programme was organised by IIPA on August 7, which was attended by 26 participants including Chairperson of Nagar Parishad Ms. Suman Koli; senior councillors, professionals, representative of HUDCO, urban improvement trust, public health and engineering department, and media. It was observed that social

forestry, coverage of main drain, sewage treatment, and promotion of tourism infrastructure have immense potential. At the same time, municipal finance needs to be augmented from vast untapped potential. Accordingly, suitable action plan needs to be prepared. The programme was coordinated by Prof. K.K. Pandey as part of a research project of IIPA.

Programme on Computer-aided Project Management

The Institute organised the captioned programme for officials of National Building Construction Corporation from August 29-31. Coordinated by Dr. Roma Mitra Debnath, 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; (vi) understand the role of MIS in project management; (vii) manage the various risks; and (viii) understand the real time issues in project management. Programme faculty comprised guest speakers and in-house faculty.

Book Review Discussion

The Institute organised a review discussion of the book entitled *Shooting for a Century* by Prof. Stephen P. Cohen, Senior Fellow, Foreign Policy, Brookings Institution on August 23. The discussion was chaired by Shri T.N. Chaturvedi, Chairman of IIPA. The discussants included Dr. Ashok Behuria, Research Fellow, Institute for Defence Studies & Analysis (IDSA); Prof. Savita Pande, Professor, JNU; Shri Atul Kumar Tiwari. The author presented a broad framework of the book in a very lucid manner. The reviewers and the discussants critically examined

the content of the book and shared their observations and comments with the audience. The reviewers while focusing on the importance of the book, expressed their personal opinion about the relations and commented on the opportunities and challenges that the author had included in the book for resolving of long drawn tension between the two countries. All the speakers however

expressed optimism in bringing an end to the existing tense scenario. Dr. Usha Mujoo Munshi, Librarian, coordinated it.

Faculty News

• Dr. Nupur Tiwari, Assistant Professor of Political Science and Rural Development, presented a paper on “Effective Water Management through Rural Local Governance (Panchayati Raj) in India” in an

International European Conference on Sustainability, Energy and Environment. ECSEE 2013 held at the Brighton Thistle, UK, from July 4-7. She also spoke on “Role of PRIs and BNVs in Rural Development” in a seminar organised by the State Institute of Rural Development, Department of Rural Development, Government of Jharkhand on August 6 at Ranchi

Guidelines for Members

The Screening Committee, in its meeting held on August 19, for screening of the applications for membership, recommended, inter alia: (i) the members are requested to exercise their best discretion in recommending the application for membership; (ii) IIPA faculty and the officers are requested to restrict their recommendations only to the course participants; and (iii) only those candidates who evince active interest should be admitted as life members. For ensuring this as far as possible, the membership should be initially on associate basis for two full years. Depending on his interest in the Institute’s activities and also his effort in promoting the affairs of the branch to which he is associated, the Screening Committee may later consider converting the associate membership to life membership after two renewals. These recommendations were approved by the Executive Council in its meeting held on August 20.

NEWS FROM BRANCHES

Budaun Local Branch

The branch organised a panel discussion regarding the implementation of the Model Village Development Programme in two villages of Abdullahaganj and Jagpura. It was presided by Shri Birjesh Kumar, Senior Treasury Officer; and convened by Shri Rajat Goel, Director of ACE Institute of Management and Technology.

Delhi Regional Branch

The branch organised the following programmes on June 3 and 10: (i) Mr. Chandradath Singh, High Commissioner of the Republic of Trinidad and Tobago spoke on “India-Trinidad and Tobago Relations: Emerging Areas of Cooperation”; and (ii) Discussion forum on “Combating Corruption—Citizens Speak”. Among the speakers were Dr. Wajahat Habibullah, Chairman of National

Commission for Minorities; Shri A.N. Tiwari, Former CIC; Shri Pratyush Sinha, former CVC; Dr. B.P. Mathur, former Deputy CAG; Shri A.P. Saxena, former UNDP Adviser; and Shri U.C. Agarwal, former CVC. Shri T.N. Chaturvedi, Chairman of IIPA, presided over both the programmes.

The branch organised the following activities in August: (1) Annual General Body Meeting on August 7, in which Prof. J. Guha Roy, Chairman of the branch, welcomed the members and took the agenda items of AGM for discussion and consideration. (2) **The branch has donated Rs. One lakh to Prime Minister’s National Relief Fund for Uttarakhand disaster relief. The amount has already been remitted to PMO.** (3) On the occasion of Independence Day, the branch jointly with Hindi Academy organised a Kavi Sammelan on August 7. Shri

T.N. Chaturvedi, Chairman of IIPA, was the Chief Guest and presided over the programme. (4) The branch organised a lecture-meeting on August 30, in which Shri Vijay Singh Gusain, President of Himalayan Institute for Studies in Yoga, spoke on “Management of Spinal Problems through Yoga and Alternate Systems of Medicines”.

Jammu and Kashmir Regional Branch

The branch organised a lecture-meeting on July 9, in which Prof. Rekha Chowdhary of Department of Political Science, University of Jammu, spoke on “Elections and Party System in J&K”. Dr. S.S. Bloeria, Vice-Chancellor of Central University of Jammu, was the Chief Guest. While giving a brief analysis of party system since 1950s, Prof. Chowdhary referred to the phenomenon of

single party dominant system which hegemonised the political space. She observed that this hegemony of a single party not only weakened the democratic frame of politics of the State, but also generated discontent both in Kashmir as well as in Jammu region. Dr. Ashok Bhan, Chairman of the branch, presided over the programme.

Madhya Pradesh and Chhattisgarh Regional Branch

The branch organised a seminar on “How to Ensure Independence of CBI” on June 15. The subject was introduced by Shri S. C. Tripathi, former DGP Madhya Pradesh. Having served in the CBI, he could elaborate on the many issues which are agitating the public. After his presentation, members also contributed their views. They included three retired DGPs viz. Sarvashri M. L. Jain, Arun Gurtoo, S.C. Agrawal and senior IAS officers. The general consensus in the discussions was that the selection committee for Director CBI should be expanded to include Speaker of Lok Sabha and the leader of opposition in Rajya Sabha; his tenure as well as of other senior officers should be fixed. Director should be prohibited from accepting any other post, including constitutional post (Governor, Minister, M.P.) after retirement. The supervision of CBI should be done on a regular basis by CVC who should be made a constitutional authority. The Director of prosecution should have a separate office under CVC. Further time limits should be set for investigations, extension of which can be given by the CVC only on genuine grounds. The branch also organised a seminar on “Protection of Water Bodies” on August 7, in which Shri Vinay Shankar, former Secretary to Government of India, addressed the gathering. He explained the

present status of the water bodies and how they are being endangered on account of human activity. Shri Kewal Krishan Sethi, Chairman of the branch, presided. The branch has announced the essay competition for the current year. The topic is “**Women Empowerment – the present scene, challenges and prospects**”. It is open to all residents of the two states and the last day for the submission of essays is November 30, 2013. Eight best essays will be rewarded.

Madurai Local Branch

The branch jointly with Aditya Medical Trust, Tirunagar organised a lecture-meeting on August 20, in which Dr. A. Madhavan, Consultant Interventional Cardiologist, Apollo Hospital, Madurai spoke on “How to Prevent Heart Diseases?” Shri G. Venkidusamy, Chairman of the branch, presided.

Mizoram Regional Branch

The branch collaborated with the Mizoram Information Commission in organising an educational talk on “The Right to Information Act 2005” on August 22, in which Shri Lal Dingliana, Chief Information Commissioner, Mizoram Information Commission, spoke on “Focus on the Right to Information Act 2005.” Prof. Srinibas Pathi, Vice-Chairman of the branch, presided over the function; and Prof. C. Lalkima, Chairman of the branch, gave the welcome address.

Odisha Regional Branch

The branch organised a seminar on “Emerging Global Trends in Skill Development” on July 25. In his key-note address, Dr. S.K. Tamotia, former CMD of NALCO, stressed on the innovative practices necessary to build up a strong human resource base, for which information technology, information exchange and knowledge transparency is

necessary. He emphasised the need for academic-corporate interface to bridge the talent, skill and employment gap. In his presidential address, Shri Bipin Bihari Mishra, Chairman of the branch, highlighted the falling standards in the quality of teaching faculty and student enrolment in technical education. Earlier, the branch organised a seminar on “Community Policing in the context of Odisha and Kerala” on June 22. Shri Satyajit Mohanty, Chairman of Police Housing Board, observed that community policing is based on the democratic principle that anyone who exercises authority on behalf of the community is accountable to the community for exercising authority, the essence being to bridge the gap between policemen and community. Presiding over the programme, Shri Bipin Bihari Mishra stated that community policing as a concept emerged to refresh the police force with a new approach to policing with a human face. The branch also organised a seminar on “The United States and India: Public Policy, Anti-trust Policies and Social Responsibility” on August 13. Prof. Dr. Ba-Shen T. Welch, Associate Professor of Political Science and Public Policy and Director of Strategic Planning and Institutional Effectiveness, Miles College, Birmingham, Alabama, USA. Prof. Welch in her elaborate talk compared the public policy and anti-trust policies of India and United States. She said that the world is critically watching the future of recently introduced CSR policy of India. Shri Bipin Bihari Mishra in his presidential remarks expressed his dilemma over the fruitful implementation of the CRS Act. He also told that the multinational companies who will trade in retail sector in India should honour the culture and local laws of the government.

NEWS FROM THE CENTRE

Senior Appointments in Ministries

The Union Government has approved the following senior appointments/promotions/transfers/extensions: • Shri Radha Krishna Mathur as Defence Secretary, Ministry of Defence • Shri Sudhir Bhargavaas Secretary, Department of Social Justice and Empowerment, Ministry of Social Justice and Empowerment • Shri Nilanjan Sanyal as Secretary, Department of Ayurveda, Yoga and Naturopathy, Unani, Siddha and Homeopathy, Ministry of Health and Family Welfare • Shri A.K. Angurana as Managing Director, TRIFED, under Ministry of Tribal Affairs in the rank and pay of Additional Secretary • Shri Anil Swarup as Additional Secretary, Ministry of Labour and Employment • Shri Ranglal Jamuda as Additional Secretary, Department of Agriculture and Cooperation, Ministry of Agriculture • Shri C. Viswanath as CMD, Food Corporation of India in the rank and pay of Additional Secretary • Shri Vinod Kumar Thakral as Additional Secretary and Financial Adviser, Ministry of Steel • Smt. Mallika Mahajan as Controller, Space Applications Centre, Ahmedabad • Dr. Prajapati Trivedi as Secretary (Performance Management) and Chairman, National Authority for Chemicals Weapons Convention, Cabinet Secretariat • Smt. Sujatha Singh as Foreign Secretary in the Ministry of External Affairs • Ms. Sangita Gairola, as Secretary, Department of Ex-Servicemen Welfare, Ministry of Defence • Ms. Anita Kaul as Secretary, Department of Justice, Ministry of Law and Justice • Shri Rajiv Gupta as Secretary, Department of Youth Affairs, Ministry of Youth Affairs and Sports • Shri

Surjit Kumar Chaudhury as Secretary, National Commission for Minorities under the Ministry of Minority Affairs, in the rank and pay of Additional Secretary • Shri Sunil Soni as Director General, Bureau of Indian Standards, Department of Consumer Affairs, Ministry of Consumer Affairs, Food and Public Distribution, in the rank and pay of Additional Secretary • Shri B.D. Gupta as the Chief Vigilance Officer in the National Textiles Corporation Limited • Shri Tapan Ray as Additional Secretary, Ministry of Panchayati Raj • Shri D.K. Samantaray as Chief Executive Officer in the Food Safety and Standards Authority of India, Department of Health and Family Welfare, Ministry of Health and Family Welfare • Shri K.P. Krishnan as Director General and Additional Secretary, Directorate of Currency, Department of Economic Affairs • Ms. Anjali Prasad as Additional Secretary, Department of Industrial Policy and Promotion, Ministry of Commerce and Industry • Shri Asha Ram Sihag as Additional Secretary and Financial Adviser, Ministry of External Affairs • Shri Thomas Mathew as Additional Secretary, President's Secretariat, on in-situ basis • Ms. Preeti Sudan as Additional Secretary, Ministry of Women and Child Development • Shri Shatrughna Singh as Additional Secretary, Prime Minister's Office, on in-situ basis • Shri Arun Kumar Sinha as Additional Secretary, Ministry of Labour and Employment • Shri Kamal Kant Mittal as Additional Secretary, Ministry of Culture • Ms. Keshni Anand Arora as Deputy Director General, Unique Identification Authority of India, in the rank and pay of Additional Secretary, on in-situ basis • Shri Subash Chandra Garg as Additional Secretary, Cabinet Secretariat •

Shri Chandra Kishore Mishra as Additional Secretary, Department of Health and Family Welfare, Ministry of Health and Family Welfare • Shri Umesh Kumar as Executive Director in the Asian Development Bank, Manila • Shri Pramod Kumar Anand as Senior Adviser, Planning Commission in the pay of Additional Secretary • Ms. Bharti S. Sihag as Additional Secretary and Financial Adviser, Ministry of Information and Broadcasting • Dr. Harish Chandra Singh as the Chief Vigilance Officer in the National Fertilizers Limited (NFL), New Delhi under the Department of Fertilizers • Shri Karan Bir Singh Sidhu as Joint Secretary in the Housing & Urban Poverty Alleviation • Shri R. Balakrishnan as Deputy Election Commissioner in the Election Commission of India • Shri Anup Wadhawan as Joint Secretary, Department of Financial Services • Shri Sanjay V. Mane as the Chief Vigilance Officer in the Shipping Corporation of India Ltd, Mumbai under the Ministry of Shipping • Ms. Dimple Verma as the Chief Vigilance Officer in the National Building Construction Corporation Limited (NBCC), under the Ministry of Urban Development • Shri S.S. Chaturvedi as IG in SPG.

Rise in Rural Spending

Despite a sharp slowdown in the economy which led to an increase in unemployment, India's consumption story remained intact, the latest data on households' consumer expenditure in 2011-12 conducted by the National Sample Survey Organisation (NSSO) revealed. In fact, the average rural monthly per capital expenditure went up by 35.7 per cent in the two year period between 2009-10 and 2011-

12. Of the total expenditure, rural households spent less than half on food items, suggesting rise in wages. The average monthly per capita expenditure during 2011-12 stood at around 1,430 for rural India, a 35.7 per cent increase compared to the 2009-10 survey and 2,630 for urban India, a 32 per cent jump. The average urban monthly per capita expenditure was 84 per cent higher than rural areas. The share of expenditure on food declined substantially from 53.6 per cent to 48.6 per cent in rural areas and from 40.7 per cent to 38.5 per cent in the urban areas. The faster rise in share of non-food expenditure in rural areas suggests a rise in wages. The rural wages went up from 231.59 a day in 2009-10 to 299 a day in 2011-12, a 29 per cent increase. According to the survey, as MGNREGA has led to increase in wages, people in rural areas are spending more on non food items. Urban wages went up to Rs. 450 a day from Rs. 354.95. The monthly per capita expenditure on food totaled 756 against 1,121 in the urban areas. Within food, the share of protein based items went up in the consumption basket. The share of milk and milk products went up from 8.6 per cent in 2009-10 to 9.1 per cent. Among non-food items, the share of durable goods in the consumption basket of rural areas went up from 4.8 per cent to 6.1 per cent.

Graduates Lag Behind Knowledge Economy

Of the five million odd graduates that India produces annually, only a little over half are employable in any sector of the knowledge economy. Inadequate English and computer skills are key factors holding back students, especially those

from smaller towns. The National Employability Report by Aspiring Minds, an employability solutions company, revealed this, based on the computer adaptive test on 60,000 Indian graduates. The students were tested for communication skills in English, computer knowledge, analytical, cognitive skills and basic accounting knowledge. According to the report, women show similar or higher employability compared to men, despite scoring lower than men on many parameters barring English or analytical skills. Predictably, arts stream had the highest proportion of women, followed by commerce. Science and accounts had the lowest. The one area where women could need help seems to be computer programming skills. About 16 per cent and 14 per cent of the graduates were employable in sales and customer service or operations jobs, respectively. They require communication, cognitive skills and personality traits such as friendliness and agreeableness and in the latter numerical ability too. Over one-third of the graduates (36 per cent) were suitable for employment in clerical/ secretarial jobs, the sector showing highest employability for graduates, followed by IT-enabled services and BPO. These show 21.4 per cent employability as they require relatively low skills. However, when it comes to IT services and IT operations, only 13 per cent and 16 per cent, respectively are employable. Just two per cent are employable in corporate communication or content development, for which the primary requirement is exceptional command over English and basic analytical skills. Only three per cent are employable as analysts and a

mere two per cent in accounting. In teaching, the employability was just 15 per cent. The city from where the students graduate also influences employability. Employability is highest in the bigger Tier I cities (over 25 lakh population). The drop in employability is maximum for jobs of analysts and corporate communication, all jobs that require high competence in cognitive skills and English. It was found that the higher the skill requirement for a job, the greater the gap between employability in Tier I compared with Tier II and III cities. Tier III cities (less than five lakh population) seem worst off when it comes to exposure to computers, while in English both Tier II and Tier III need help. When it comes to a drop in skills from Tier II to Tier III cities, it is noticeable that the drop in cognitive skills is the highest among management and engineering students. Non-metro cities have lower employability across all sectors. When students from non-metros shifted to the metros for graduation, their scores are similar to the metro students in English and cognitive skills. The difference does not close for computer fundamentals, despite higher education in a metro. Incidentally, when metro students moved to non-metros, they did worse on all scores than non-metro students who continued where they were.

Kisaan SMS Portal

An SMS portal for farmers, the Kisaan SMS Portal, aims at reaching information, advisories and services through SMS to more than 12 crore farmers across the country. Being an instant and non-intrusive medium of communication, the SMS advisories and alerts will enable farmers to take informed decisions relating to different

Honesty is the first chapter in the book of wisdom — Thomas Jefferson

aspects of farming including crop production and marketing, animal husbandry, dairying and fisheries. They can also opt to receive SMS messages customised to their specific requirements. Weather forecast and alerts will enable farmers in planning, farming operations effectively and taking the best suited action to deal with adverse weather conditions. Advisories on disease/pest outbreak will help the farmers to take immediate actions to secure their crops and animals. Advisories on best practices,

such as selection of better suited crop variety/animal breed, will lead to better farm productivity and higher income to the farmers. Timely market information provided through SMS will give the farmer better bargaining power and he will be in a position to take better decisions about sale of his produce. SMS advisories will also include soil test results, selection of fertilizer and its dosage, and also information on various programmes so that farmers can make the best use of assistance and know-how being made available

by the Government. Farmers will need to register for this service by calling Kisan Call Centre on the toll free number 1800-180-1551 or through the web portal. Officers of various departments, experts and scientists in research institution and in the field will use this portal for disseminating information, giving topical and seasonal advisories and providing services through SMSs to farmers in their local languages. Officers can send SMS to farmers belonging to the entire area of their jurisdiction or a part of it.

NEWS FROM STATES

Assam

Sanwad Project

The objective of Sanwad project is to deliver reliable, time-bound, cost-effective and transparent government services through private kiosks with the use of information and technology to citizens. The project has emerged as a channel of effective service delivery system for rural development and has facilitated management of available resources to the mass in Sivasagar district. This initiative has solved problems of delays, corruption, and unaccountability through enabling services on time and providing relevant information about various government schemes online. The Sivasagar District Administration has addressed key governance challenges and has provided several online and offline services to the citizen on minimal payment basis. The Sanwad kiosk operators have been agents of social change in the administration both in rural and urban areas of the district. A community-based governance system, Sanwad, uses a bottom up approach that has helped to

redress public grievances and ensured services to the common man.

Delhi

E-SLA Monitoring System

The Electronic Service Level Agreement (e-SLA) monitoring system successfully leverages ICT tools to facilitate the efficient implementation of the Delhi Right of Citizen to Time Bound Delivery of Services Act, 2011. Various Indian states are enacting their respective versions of the Public Service Guarantee Acts that empower citizens with a legal right to demand time bound delivery of services from the government failing which the concerned government official can be penalised. In order for these Acts to be successfully implemented, their enactment has to be accompanied by complementary reforms in service delivery processes and adequate capacity building measures to strengthen public administration. Recognising the urgency of such reforms in the administrative system, the Government of NCT of Delhi has developed an online monitoring system i.e. electronic Service Level

Agreement (e-SLA) for recording and tracking the delivery of various services guaranteed under its Public Service Guarantee Act. Delhi's online monitoring system captures the submission of service applications and their disposal electronically through central software. Various departments' data is integrated and linked to the central software which can then be used to generate reports and evaluations that assist higher authorities in overseeing and monitoring the performance of their departments and tracking any sort of delay. The e SLA helps in keeping a check on non performing departments and personnel and introduces a culture of transparency and accountability. It also provides citizens' with a web based interface to track their applications anytime, anywhere and rightly demand their services on time. So far the e SLA system monitors 70 services of 22 departments of the GNCTD. Eventually, this system will monitor up to 100 services. The e-SLA monitoring system presents an excellent example of leveraging ICT

Logic is like the sword--those who appeal to it shall perish by it — Samuel Butler

tools for supporting and strengthening governance processes and monitoring mechanisms. Most Indian states can and should learn and adapt from Delhi's experience to develop an ICT service delivery monitoring infrastructure of their own.

Case Information System for Court

The COURTIS Division and NIC facilitated the management of cases at the Delhi High Court with the aim of bringing more transparency, accountability and information access through computerisation of the whole

case information system of the court. Prior to implementation, there was mismanagement of maintenance of case records and lack co-ordination prevailed among the lawyers, lower level bureaucracy and judges. As a result, there was no speedy disposal of cases. In addition, the litigants were not able to seek information related to the case leading to corrupt practices, inefficiency and lack of accountability. Computerisation of the whole process of maintaining the case records has helped to meet the

court and litigants' requirements by making it more transparent, easily accessible and user friendly. All major information concerning any case of Delhi High Court, application forms and documents related to judicial procedures were made available on the website (<http://delhihighcourt.nic.in>). Challenges faced are streamlining documentation, as many tasks are manually managed even today; trained and skilled manpower to provide information and regulate transparency computerisation for its users.

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Quotable Quotes

- *Love is the irresistible desire to be irresistibly desired—Robert Frost*
- *In art the hand can never execute anything higher than the heart can inspire — Ralph Waldo Emerson*
- *Believe none of what you hear and half of what you see — Benjamin Franklin*
- *Dedication is not what others expect of you, it is what you can give to others — Henry Miller*
- *False words are not only evil in themselves, but they infect the soul with evil — Socrates*
- *To stumble twice against the same stone is a proverbial disgrace — Marcus Tullius Cicero*

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