



### **Dr. Mamta Pathania**

Assistant Professor, Public Administration

E: mamtathania@gmail.com

Dr. Mamta Pathania holds her Masters, M. Phil and Ph.D in Public Administration from Himachal Pradesh University, Shimla. Before joining IIPA, she worked with the Department of Public Administration, H.P.U, Shimla and later on with the Department of Public Administration, Regional Centre (H.P.U), Dharamshala, (H.P) as a Lecturer in Public Administration.

She has organised more than 150 training programmes, workshops and seminars for various category of officers on Consumer Protection and Welfare for the Faculty of ATIs/SIRDS, Training Programme for Coordinators of Consumer Clubs and seminars for various interest groups, Training Programmes on Public Administration for Probationers of different services, and on Public Administration for Directorate of UP Prosecution.

She is Co-Project Director of National Consumer Helpline and State Consumer Helpline Knowledge Resource Management Portal set up by Department of Consumer Affairs, GoI at IIPA. She is also a member of the Script Committee of the Department of Consumer Affairs and a Member of the National COPOLCO Mirror Committee of Bureau of Indian Standards (BIS). She has also been a Member of UGC Committee for preparing module(s) on Consumer Studies, Member Selection Committee for evaluation, grading and selection of entries for MyGov Portal Contests of Department of Consumer Affairs and Member, Area Advisory Board (AAB) and Board of Studies (BoS), Amity Institute of Public Policy (AIPP), Amity University, UP.

## **COURSE: Good Governance & Service Delivery**

### **MODULE**

- ◆ Good Governance: Concept & Principles
- ◆ Public Service Delivery: Parameters and Standards
- ◆ Organizational Culture and Managing Change for Efficient Service Delivery
- ◆ Efficient Public Service Delivery through e-Governance
- ◆ District an Epicenter of Service Excellence
- ◆ Transforming Public Service Delivery: Some Insights
- ◆ Total Quality Management in Service Delivery
- ◆ Basic Service Delivery to the Poor: Institutional issues and concerns
- ◆ Managing Conflict of Interest in Service Delivery
- ◆ Changing Contours of Service Delivery during Covid 19

 Video

 PPT

 Resource Material

 Quiz