

NIPC

➤ **Programme Title: 4**

Training programme on Public Grievance Management and Citizen Centric Governance, development of Citizen Charter (2 days)

➤ **About the Programme:**

Effective Governance refers to structures and processes that are designed to ensure accountability, transparency, responsiveness, rule of law, stability, equity and inclusiveness, empowerment, and broad-based participation. During the course of governance, citizens have the right to access such information which has public interest and delivering rightful information to stakeholders is sign of **GOOD GOVERNANCE**. An effective governance also includes publication of charter for citizens about service delivery of various processes and also ensure to timely delivery of services in line with the mandate of the charter.

➤ **Coverage:**

1. Understand the framework of good governance, role of public authority, Right to Public Service Delivery
2. Understand significance of Citizen Charter and Grievance handling for Good Governance
3. Service Quality by Public Service Organizations (Reference: IS 15700:2008)
4. Success Stories & Best Practices, Case study presentations & discussions

➤ **Duration:**

2 Days Online Session (5-6 hours each day including breaks)

➤ **Target Audience:**

Middle level and Junior level Management of CPSEs and SLPEs.

➤ **Learning Outcome:**

Upon completion of this training, participants will be able to:

- Understand various framework for good governance and check the preparedness of the existing service delivery system in line to this
- Service quality by public service organization in reference to the IS 15700:2008 standard requirement.
- Understand and review the existing citizen grievance handling system and make it robust & responsive.