

Foundation Day Course
on
Capacity Building of Indian Telecom Service Officers
in
Providing Quality Service Delivery

Two Day Training Course on “Innovations & Best Practices in Public Systems”

Date: 13 – 14 August 2019

Venue: Haryana Institute of Public Administration, Gurugram

At the end of the session, the participants will be able to:

- Discuss the relevance of innovations in public systems
- Understand the types and stages of innovations in public systems
- Identify the ways to promote and nurture innovations in public systems
- Elaborate on promoting and replicating innovations
- Perform various activities for encouraging creative thought
- Analyze the process of mapping out indicators and looking for innovative solutions

Time (Hrs.)	Topic	Speakers
Day – 1		
09:45 – 10.00	Welcome Address	Dr. G. Prasanna Kumar, IAS (Retd.) Director General, HIPA
10:00 – 10.30	Introduction & Presentation on Journey of Innovations – CIPS Experience	Mr. Avik Chakraborty Project Officer, CIPS
10:30 – 10:45	Break for Tea	
10:45 – 11:45	Pensioner’s Life Certificate through Selfie using AI, Big Data, Machine Learning & Deep Learning	Shri Gaurav Jain Project Manager & Sr. Consultant – Electronic Service Delivery, Meeseva – Govt. of Telangana
11:45 – 12:00	Q&A	
12:00 – 13:00	Zero Investment Innovations for Education Initiatives (ZIIIEI)	Shri Prashant Rana Manager-Operations, Rupanthar, Sri Aurobindo Society, Puducherry
13:00 – 13:15	Q&A	
13:15 – 14:00	Break for Lunch	
14:00 – 15:00	Rupantar – Transforming Education	Shri Prashant Rana Manager-Operations, Rupanthar, Sri Aurobindo Society, Puducherry
15:00 – 16:00	<p>Innovations in Public Systems</p> <ul style="list-style-type: none"> • Definition of innovation • Types of innovations in public systems • Factors leading to innovation and good governance • Stages of innovations in public systems • Importance and relevance of innovations at different levels of administration • Discussion on selected case studies 	Mr. Avik Chakraborty Project Officer, CIPS

Time (Hrs.)	Topic	Speakers
16:00 – 16:15	Q&A	
Cultural Evening & End of Day – 1		

Day – 2		
09.45 – 10.00	Debriefing of Day – 1	Mr. Rakesh Kumar Gulati Assistant Professor, HIPA
10.00 – 11.00	Life Skills, Career Guidance & Counselling Centres Programme – Govt. of Andhra Pradesh: A collaborative initiative of CIPS and COIGN Consultant Pvt. Ltd.	Shri G. Srinath Reddy Director-COIGN Consultant Pvt. Ltd.
11:00 – 11:15	Q&A	
11:15 – 12:15	Replication of Innovations in Public Systems <ul style="list-style-type: none"> • Role of relevant stakeholders • Identification of priority areas • Designing Action Plan • Monitoring & Evaluation • Challenges 	Mr. Avik Chakraborty Project Officer, CIPS
12:15 – 13:15	Impact Assessment Study of Digital Saksharta Abhiyan (DISHA) – NDLM, MeitY, GoI – Experience Sharing of CIPS	Mr. Avik Chakraborty Project Officer, CIPS
13.15 – 14.00	Break for Lunch	
14:00 – 15:00	Expansion of Telecom Industry in India	Shri Aravind Bali Director & CEO, Videocon Telecom
15:00 – 15:30	Understanding the Objectives and Drivers – Group Activity <ul style="list-style-type: none"> • Uncover Problems – Present a brief talk with focus on the following: 	Mr. Avik Chakraborty Project Officer, CIPS

Time (Hrs.)	Topic	Speakers
	<ul style="list-style-type: none"> • What are the tangible aims of the segment of the training programme? • What specific information do we need to capture? • Tailor the activities to these specific goals. 	
15:30 – 16:00	<p>Mapping Out the Indicators & Looking for Innovative Solutions – Group Presentations</p> <ul style="list-style-type: none"> • Identify areas of improvement/challenges – Get each team to map out the steps, phases, transitions, forces, etc. that affects the set of problems. • Brainstorm Solutions – Get the participants think about how to solve the problem • Prioritize one or two of the problems rather than trying to solve everything. • (Potential benefit) of that solution. 	Mr. Avik Chakraborty Project Officer, CIPS
16:00 – 16:15	Break for Tea	
16:15 – 17:15	<p>Identifying Problems & Building Solutions– Group Activity</p> <ul style="list-style-type: none"> • Identify various techniques in order to identify the problems • Adopt potential solutions as innovations 	Mr. Avik Chakraborty Project Officer, CIPS
17:15 – 17:30	Vote of Thanks	Mr. Avik Chakraborty Project Officer, CIPS
16.30 – 17.00	Participant’s Feedback, Wrap-up and End of Day – 2	

Short films on various innovations will be played.
