



# Engineering Staff College of India

Autonomous Organ of The Institution of Engineers (India)

Old Bombay Road, Gachi Bowli, Hyderabad – 500 032. T.S., India



**ENVIRONMENT MANAGEMENT DIVISION**

Continuing Professional Development Programme on  
**Effective Implementation of e-Governance in  
Urban Local Bodies (Reform, Perform, Transform  
for Attaining Govt. of India and State Missions)**  
22 – 24 January, 2018



(An ISO 9001:2008 Certified, AICTE & CEA Recognized Institution)

**Centre for Promotion of Professional Excellence**

## **INTRODUCTION:**

e-Governance is a form of public administration making “use of information and communication technologies (ICT) to enhance the access and delivery of government services to benefit citizens, employees and management of urban local bodies.”

It aims to “help strengthen government’s drive towards effective governance and increase transparency to better management of social and economic resources for development.” e-Governance in municipalities is one of the Mission Mode Projects under the NeGP, which is expected to result in improved service delivery by local governments for the citizens. Implementation of e-Governance reform is one of the mandatory reforms under all Govt. of India and State Mission Schemes.

### **The aim for implementing e-Governance in municipalities is to:**

- Focus on clearly identified citizen services that would be covered with clearly laid down service levels and outcomes to be achieved.
- Improve efficiency and effectiveness in interaction between local government and its citizens and other stakeholders.
- Improve quality of internal local government operations and management information systems to support and stimulate good governance.
- Bring about transparency and accountability in urban local body operations.
- Help improve reach of the delivery of services to citizens.

## **OBJECTIVE:**

The key objective of this 3 day programme is to sensitize the participants on

- Single window system for delivery of services and information to citizens.
- Decentralize service delivery and improve accessibility of information to citizens.
- Increase the efficiency and productivity of ULBs.
- Re-engineer processes for better service delivery.
- Integrate data and services of various departments.
- Enhance efficient inter-departmental coordination.
- Timely and reliable management information relating to municipal administration for effective decision-making.
- Adopt a standards-based approach to enable integration with other related applications.

## **COURSE COVERAGE:**

This programme is designed to cover broadly the following topics (Basic Citizen services, Revenue earning services, Development services, Efficiency Improvement services, Back Office Improvement and Monitoring)

- Digital ULBs – Concept and Implementation
- Integrated approach to Municipal Governance
- Government Process re-engineering
- Change Management in ULBs
- E-Governance System in ULBs
  - Property Tax System
  - Asset Management
  - Business Approvals
  - HRMS
  - Works and Contract Management Systems
  - Financial Accounting System
  - Administration and Grievance redressal System
- Case Studies and Group Discussions

## **METHODOLOGY:**

Methodology of the programme includes class room Sessions with Lectures/discussions, with audio visual aid; bench - marked video shows, Chalk & Talk sessions, group discussions, case studies, debates, sharing of experiences, etc. All the sessions will be interactive, demanding active participation from all the participants.

## **TARGET PARTICIPANTS:**

The course is meant for Engineers and Executives working in ULBs, Municipal Corporations, Municipal Administrations, Public Health Engineering Department, Development Authorities, Town Planning Department, State Finance and Administrative Departments and other Parastatal Agencies.

## **FACULTY:**

Core faculty members as well as experts specialized in e-Governance process and its effective implementation will deliver the lectures.

## **PROGRAMME VENUE, DATES & TIMINGS:**

### **Venue:**

Engineering Staff College of India (ESCI) Campus, Old Bombay Road, Gachibowli, Hyderabad-500032. Telangana, India.

### **DATES:**

**22 – 24 January, 2018**

### **Timings:**

On the first day, Registration will commence at 0900 hrs. On all other days, the programme timings will be from 0945 - 1715 hrs with breaks in between for tea and lunch.

## **COURSE DIRECTOR**

### **Dr. M. Subha**

Sr. Faculty & Head I/c  
Environment Management Division, ESCI

## **COURSE FEE:**

**Rs. 16,000/- (Rupees Sixteen Thousand only) Residential Fee** per participant. Fee includes course material, course kit, twin-sharing/single AC accommodation as per availability, breakfast, lunch, dinner, tea / coffee and snacks during the actual days of training programme.

## **DISCOUNTS :**

- ❖ **Non-Residential Fee-** 10% discount on course fee is allowed for non-residential participants.
- ❖ **Group Discount:** Additional 10% discount for three or more participants, if sponsored by the same organization.

**(All discounts are applicable only if fee is received at ESCI before the commencement of the programme.)**

**GST @ 18%, is to be paid extra over and above the training fee, GSTIN No. 36AAATT3439Q1ZV.**

Programme fee is to be paid in favour of “**IE(I)-Engineering Staff College of India**” in the form of demand draft payable at Hyderabad.

Alternatively, the payment may be made by Electronic Fund Transfer (EFT) to ESCI - SB A/c No. 10007111201 with The SBI, PBB, Rajbhavan Road Branch, Khairatabad, Hyderabad-500004 by NEFT/ RTGS/ IFSC Code No. SBIN 0004159 – MICR No.500002075. While using EFT method of

payment, please ensure to communicate us your company name, our invoice reference and programme title.

Online registration shall be available on ESCI website. To register manually, please send your nominations giving details of name, designation, contact address, email address, mobile nos, telephone and fax number of the participant along with the details of payment of fee, addressed to:

**Dr. M. Subha**

Sr. Faculty & Head I/c  
Environment Management Division,  
Engineering Staff College of India,  
Old Bombay Road, Gachi Bowli, Hyderabad 500 032  
Phone: Direct 040 6630 4120 to 4122 Fax : 040-23000336  
Email : em@escihyd.org/esci\_emd@yahoo.co.in

**CERTIFICATE:**

A certificate of participation will be awarded to each participant on conclusion of the programme.

**GENERAL INFORMATION:**

- ESCI encourages participants to present case studies from their respective organizations.
- For the convenience of outstation participants, ESCI will facilitate pick-up and drop from Airport / Railway Stations / Bus Stations, if travel plans are received atleast 3 days in advance along with mobile number by fax or email. The charges shall be paid by the participant directly to the Cab.
- ESCI provides complimentary accommodation and boarding to the participants one day before commencement (Check-in 1200 h) and one day after conclusion (Check-out 1200 h) of the programme duration. Overstay charges will be applicable as per ESCI rules (subject to availability of accommodation)
- Well developed Information Centre and Internet facilities are available to the participants.