

# e-Governance: Issues & Challenges



September 14-18, 2009, At Nainital (Uttaranchal)



Organised by



**National Productivity Council**

5-6, Institutional Area  
Lodi Road, New Delhi - 110003

## FEE

The fee covers the cost of boarding and lodging, course material, faculty charges etc.

## FACULTY AND METHODOLOGY

The methodology would lay emphasis on experimental learning through presentations, discussions and case studies besides conceptual tutorials from the faculty. The faculty would include specialist from NPC and invited speakers from Private as well as Public organizations of eminence.

## REGISTRATION

Nominations, along with a crossed demand draft or cheques drawn in favor of NATIONAL PRODUCTIVITY COUNCIL and payable at New Delhi, may be forwarded to the following:

### Note:

- Due to limited no. of seats, it is recommended to inform the following at the earliest, for ensuring availability in time.
- Please note that NPC would not be in a position to provide accommodation before or after the above dates and participants requiring it would be required to arrange the same on their own.

### For details Contact:

#### Nitin Aggrawal

Assistant Director (IT)  
Mobile: 0-9871583751  
Phone: 011-24607322  
e-mail: [nitin.aggrawal@npcindia.org](mailto:nitin.aggrawal@npcindia.org),  
[nitin.aggrawal@rediffmail.com](mailto:nitin.aggrawal@rediffmail.com)

#### Nikhil Panchbhal

Assistant Director (IT)  
Mob: 0-9868751912  
Phone: 011-24607321  
e-mail: [nikhil.panchbhal@npcindia.org](mailto:nikhil.panchbhal@npcindia.org)

## NATIONAL PRODUCTIVITY COUNCIL

Lodi Road, New Delhi - 110003  
Ph. (011) 24607322, 24607323, 246903331-3 (EPABX)  
Fax: 91-11-24615002, 24698138  
For details visit: [www.npcindia.org](http://www.npcindia.org)

## **e-Governance: Issues & Challenges**

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### **INTRODUCTION**

The advent of Information and Communication Technologies (ICT) in the delivery of public services has instigated an all-dimensional evolution for the government sector. Undeniably, after e-Commerce and e-Business, a revolution in terms of e-Governance is taking place all over. In simple terms, 'e-Governance' means taking a citizen-centric approach in the government, especially with respect to the service delivery aspects, evolving the concept of 'SMART' government. It acquires even greater significance in the today's context of optimization of government functioning to achieve rapid economic growth and improved quality of life.

However, success of e-Governance initiatives depend on redesigning of government departments' functioning and their ability to adapt to new environment in addition to their evolution technologically. It is where Process Reengineering exercises come, as a process of evolution & adaptation of Business Processes to achieve significant improvements in critical areas like cost, quality, services & speed. Keeping in view the need for an effective understanding of the concepts and sharing experiences for the purpose of government transformation, the National Productivity Council has designed this Residential programme to provide a platform to learn, share and deliberate on concepts and experiences.

### **AIM**

**The objective of this programme are as follows:**

- To gain insight into the e-governance frame work & the its technological building blocks
- To gain an overview of the organizational perspective of e-Governance projects
- To gain understanding of critical issues regarding process reengineering and change management and the role of ICT as an essential enabler for e-Governance
- To provide a platform for experience sharing regarding above issues

### **COURSE**

- Developments in Information Technology i.e. Networks, Internet and Intranets
- Technology Solutions for e-Governance
- Case Studies of successful IT applications
- Government Process Reengineering and administrative reforms
- Legal Issues in e-Governance
- e-Governance Project Management
- Change Management in Government organizations
- Funding for e-governance & PPP (Public Private Participation)
- E-Governance components (Citizen Seva Centers (Kiosks), SWAN, etc.

### **TARGET GROUP**

The programme is designed keeping in view officials of all levels from Central & State Governments, Public Sector Units, Financial Institutions and/or Academic Institutions. No prior experience of handling IT or e-Governance projects is essential.

### **FEE**

The fee for the programme would be Rs. 33,090/- (Rupees Thirty Three Thousand Ninety Only) per participant. The fee covers the cost of boarding and lodging, course material, faculty charges, stationery etc.

### **DATE, TIME**

- Programme starts on : September 14<sup>th</sup>, 2009 at 5:30 pm
- Check in : September 14<sup>th</sup>, 2009 (AN)
- Finishes on : September 18<sup>th</sup> 2009 at 10:00 am
- Check out : September 18<sup>th</sup> 2009 (PN)

**Venue: Nainital (Uttaranchal)**