

## **CONCEPT PAPER**

**National Centre for Good Governance (NCGG)  
Department of Administrative Reforms & Public Grievances,  
Ministry of Personnel, Public Grievances & Pensions,  
Government of India**

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### **NCGG –ITEC Virtual Webinars on “Administrative Innovations**

The National Centre for Good Governance (NCGG) is an autonomous institute under the aegis of Department of Administrative Reforms and Public Grievances (DARPG), Government of India. The NCGG has been set up to assist in bringing about governance reforms through studies, training, knowledge sharing and promotion of good ideas. It seeks to carry out policy relevant research and prepare case studies; curate training courses for civil servants from India and other developing countries; provide a platform for sharing of existing knowledge and pro-actively seek out and develop ideas for their implementation in the government, both at the National and International Level.

Thus, keeping in view its objectives of being a think tank for governance & policy reforms, cutting across administrative, social, economic and financial spheres and functioning as a national repository of information on best practices, initiatives and methodologies that promote Good Governance, e-Governance, innovations & change management within the government intends to share the innovations which can be replicated across sectors. With this perspective NCGG in discussion with ITEC has conceptualized the 3 Webinars on “Administrative Innovations”.

### **WORKSHOP BACKGROUND AND OBJECTIVES**

It is worth mentioning that NCGG is a partner institution of the ITEC for designing customised training modules and its implementation taking into account the requirements of the Civil servants of neighbouring countries. In the recent past NCGG has conducted several Capacity Building Training Programmes on Public Policy and Governance for the Civil Servants of neighbouring countries. During the Pandemic of COVID – 19, NCGG has conducted a series of Virtual Workshops on Good Governance Practices in a Pandemic. As of

now, over 47 countries have participated from African continent, Central Asia, South East Asia and Eastern Europe regions. A total number of 1250+ participants have attended the workshops.

In this sequence the need to collaborate on the webinars showcasing Administrative Innovations at the National/State and District Level was felt. NCGG seeks to organise 3 One-Day Virtual Webinar which will showcase two innovations each.

**Proposed Innovations to be covered @ two innovations per Webinar**

1. Passport Sewa Kendra
2. e-Office
3. e-Hospital
4. e-NAM
5. UDAN
6. India Post

The workshop seeks to bring together more than 1000 senior civil servants of India and neighbouring countries for knowledge sharing sessions with the objective of disseminating innovative practices in the field of Administration.

**Outcome of the Workshop**

Key Implementers involved in the successful execution of these innovations in the administration from senior government officials to distinguished members of the academia will be invited as lead speakers. NCGG intends to set up an open, inclusive and geographically balanced forum. During the sessions, key resource persons from diverse backgrounds shall be given the floor to discuss and share the work done successfully and how it can be replicated across by tweaking the same according to local needs and environment. Discussions will also contribute to unleashing the potential synergies between different countries and stakeholders according to innovations identified in the sessions. Together, the participants within and outside the country will develop knowledge on the discussed themes and further on enhancing the existing structures across the countries as a whole.

