**TRAINING MODULE**

**-: SEVOTTAM SEVA:-**

**(Crash Programme Focused On Redressal of Public Grievances)**

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| Duration of the Course | ONE DAY |
| Number of Sessions | 04 (Four) of 75 minutes each |
| Training Branch/Section | SEVOTTAM CELL |
| Name of Course Coordinator | Sh. Aseem Kumar Goel, Asstt. Director  |

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| **Session** | **Time** | **Topic** |
| I | 10:00 AM to 11:15 AM | Public Grievances: meaning, nature and causes thereof, role and responsibility of Government functionaries as service providers towards their clients in the ‘Citizen Centric Administration’. |
| Standard operating procedures to handle the public grievances and ensure their effective redressal. |
| TEA BREAK |
| II | 11:30 AM to 12:45 PM | Evolving a well-structured and delivering Public Grievances Redressal System. |
| **LUNCH BREAK** |
| III | 01:45 PM to 03:00 PM | Capacity building and motivating the govt. employees to handle public complaints and grievances with empathy. |
| TEA BREAK |
| IV | 03:15 PM to 04:30 PM | CPGRAM, PGMS and e-district Portal of Delhi. |
| Question Answer |